

MERYEM DAOU

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CAREER OBJECTIVE

To be a part of the company where I can use my experiences, knowledge and skills in the medical field offering various opportunities for career growth and for the company's benefit.

CAREER PROFILE

A confident individual who reacts quickly to change , can work under pressure in a team and challenging environment , fast learner , honest hardworking and career oriented.

PROFESSIONAL EXPERIENCES

PATIENT COORDINATOR :

Maison Lutetia Clinic – Dubai – UAE

Duration : October 2022 till date

CLINIC MANAGER :

Tajmeel Royal Clinic VPS healthcare - Dubai - UAE

Designation: Clinic manager

Duration : February 2021 till 2022

CUSTOMER RELATION EXECUTIVE :

The American Surge Center (cosmesurge owned by NMC) – Abu Dhabi - UAE

- Designation : Assistant manager
- Duration : August 2018 till 31 July 2020 ● Roles and responsibilities :
 - Handling customer service
 - Receiving calls for clients queries
 - Work as a team player to insure each customer receives the best service possible
 - Perform a daily department sales positions maintenance tasks including making outbound phone calls and taking inbound phone calls
 - Managing and dealing with complaint clients , managing administration front desk as well as backend
 - Microsoft (Excel , Word & Power point)
 - Handling appointment (confirmation and booking and making outgoing calls as well) , staff roster and leave planning
 - lead external agencies, when appropriate, to effectively manage events, press relationships, editorial requests, planning - event organization, promotional materials and online activities
 - help with marketing plans, advertising, direct marketing and campaigns
 - Securely handle payments from patients , via cash , cheque, and credit/debit card
 - Provide (formal /informal) translating services for patients in (Arabic/English) and for documents
 - Prepare a summary of the transactions at the end of the work day and pass it to the accountants.
 - Handling staff schedule (doctor movement , staff roster and leave and machine movement as well , asking for supplier if needed)

SALES EXECUTIVE :

Kaya Skin Care Clinic –Dubai & Abu Dhabi – UAE

- Designation : Sales Executive / client coordinator
- Duration : October 2015 till 10th May 2018 ● Roles and responsibilities :
 - Greet customer in a timely, professional and engaging manner
 - Built lasting relationships with customers by contracting them to follow up our purchases, suggest purchase options and invite them to upcoming events. ➤ Constantly seek new product knowledge to act as expert for the customer
 - Work as a team player to insure each customer receives the best service possible

- Perform a daily department sales positions maintenance tasks including making outbound phone calls and taking inbound phone calls
- Managing and dealing with complaint clients
- Ensure all cash and credit card all are tally at the end of the day
- Receive and deposit collection from the client and give to the bank
- Supervise petty cash of the clinic
- Inventory stock managing (consumable and retail)
- Updating call center of tha company KAYA on daily basis if there is any referral from them side .
- Sales of cosmetic packages and product as well (by convincing customer ..)
- Dedicated on handling monthly sales target and quarter sales target
- Organize a weekly meeting to update all staff (dr and skin practitioner about training, business plan and Numbers reached...)
- Retain existing client back for services
- Maintaining a Daily report and share it via email the manager the head office - (no show list , business plan , outgoing calls, expired services to activate , etc..)
- Give training to the new staff joining to company
- Present the company in the events (Giving voucher to the walk-in in the event, answer question about the company or event, enter and update customer information in database , handle grievances to preserve the company s reputation ...)

RECEPTIONIST :

Beauty Spa –Abu Dhabi (shakhaboot city)

- Designation : Receptionist
- Duration : April 2015 to August 2015 ● Roles and Responsibilities :

- Handling incoming and outgoing calls (inform the customer about the promotions during the month)
- Handling complaint clients
- Maintaining cash and credit card payment and petty cash as well.
- Sales of Cosmetic products.
- Handling staff schedule

SUPERVISOR OF THE AGENCY :

Al Sahhab Tourism –Istanbul- TURKEY

- Designation : Supervisor
- Duration : 2014-2015 ● Roles and responsibilities :
 - Coordinating with other team member
 - The accurate planning and execution of business level events
 - Deal with a clients on a daily basis , plan price and book a worldwide vacations, cruises packages and book domestic and international flights
 - Informing clients of travel dates , time , baggage, rules and limits passport and visa requirements , etc..
 - Responsible of all aspects of leisure travel from initial inquiry and destination research , to planning pricing and booking travel .
 - Collecting and processing payment
 - Organizing flight travel and accommodation , e.g. honeymoon couples, family tours gatherings , cruise touring
 - Handling complains clients and refunds
 - Receive and deposit collection from the clients, supervise petty cash , update credit and loan files.
 - Ensure all cash find are tally at the end of the day

SALES ASSISTANT :

Abidar Group – Rabat – MOROCCO

- Designation : Assistant Manager
- Duration : 2014 ● Roles and responsibilities :
 - Handling calls
 - Collecting payment (card & cash)
 - Microsoft office (power point & word & excel)
 - Inventory stock management

MIDWIFE :

Polyclinic Temara –Temara – Morocco (2011-2014)

Alboustane – Rabat – Morocco (2010-2011)

- Roles and responsibilities :
 - Attend the women in labor
 - Ensure that all women in care were kept safe and their babies delivered without any problems
 - Assisting the surgeons in an operating room

- Ensure proper referral to hospitals as needed.

TRAINING AND CONFERENCE S

- 2018 : I completed BLS and how to interpret an ECG
- 2016 : I have completed training on Personal safety & fire with Kaya –Abudhabi , Uae-
- 2015 : I attended training for reception and sales
- 2014-2015: Sales supervisor in a tourism company -Istanbul , Turkey –
- 2014 : As sales agent and secretary in Abidar company - Rabat , Morocco –
- Assistant of general medicine during 3 months –Temara , Morocco-
- 2012-2014 : Midwife in Polyclinic -Temera, Morocco –
- 2011 : Midwife in Alboustane Clinic –Rabat , Morocco
- Working experience in Healthcare center in rural area as a part of hospital policy Aguelmous, Khenifra , Morocco
- Training course and working experience in Natinal Center for Reproductive Health – Les Orangers Rabat , Morocco –
- Training course in Birthing house -, dar elwilada Lakwas –Rabat ,Morocco
- Training course in University Hospital Ibn Sina –rabat , Morocco
- Training course in Fath al kheir clinic –Temara , Morocco
- Training course in Sidi Lahcen Hospital –Temara , Morocco
- Training course in Moulay Abdallah Hospital

ACADEMIC DETAILS

- 2010 – 2011 : Off Shoring , hospital management certificate from ISTA –Rabat, Morocco
- 2007 – 2010 : Ryad institute of health careers for nursing and midwives – Rabat, Morocco
- 2006-2007 : University of Sciences Mohammed 5 , Specialty Biology (Life and earth sciences) –Rabat , Morocco
- 2005 -2006 : Bachelor in experimental sciences – Temara , Morocco
- 2004 -2005 : Attestation of informatics from Club Apostrophe – Rabat , Morocco

SKILLS

- Excellent verbal and nonverbal communication skills
- Ability to quickly assess the customer
- Maintaining a confident and professional demeanor at all time
- Highly self-Directed

- Problem solver

PERSONAL QUALITIES

- Remain calm and professional throughout critical incidents.
- Ability to work in pressure situations.

ADDITIONAL INFORMATION

Known as a patient advocate and team player , believe in empowering patients by delivering health educations and nursing care that enhances wellness and quality life .

LANGUAGES

- Arabic
- French
- English

PERSONAL DATA

Sex : Female

Age : 16-11-1987

Citizenship : Moroccan