

AQSA SIDDIQUI

B.M.M



SUMMARY

To secure a challenging position in a reputable organization to expand my learnings, knowledge and skills, thus achieving a high degree of work efficiency. I am seeking employment where I can show my leadership abilities, my capacity to adapt and learn at a fast rate and my willingness to facilitate a team working environment.

SKILLS

- Orientation and training
- Working Collaboratively
- Marketing
- Back office
- Clinical management
- Decision Making
- Supervision
- Revenue Management
- Top customer service skills
- Ability to effectively deal with conflict
- Excellent multitasking ability
- Experience in a high-volume call center fielding approximately 70 calls per day
- Strong listening and communication abilities.

CAREER OVERVIEW

Experience in healthcare industry with a strong knowledge of clinic management, operations and patient services

Also, Customer Service Representative that is constantly developing innovative ways to exceed customer expectations. Establishes success by listening to customer needs, following company policies, and working to find a resolution that benefits the company and the customer.

ACADEMIC BACKGROUND

THAKUR COLLEGE OF SCIENCE AND COMMERCE,
MUMBAI, INDIA.

Bachelors of Mass Media

Graduated in May 2019

WORK EXPERIENCE

FIRST DENTAL CLINIC - INDIA

2020-2021 CLINIC MANAGER

- Directs, supervises and coaches front office and clinical staff daily.
- Managing the flow of the clinic to insure compliance, efficiency and patient satisfaction.
- Resolve customer/employee/ patient complaints and questions regarding quality of service, financial screening as well as clinic operating procedures and policies utilizing excellent customer service skills.
- Marketing the practice in the local community.

TBC..

- Responsible for carrying out all established policies.
- Full Profit and Loss responsibility of the Dentists practice, including revenue, expenses and budgeting.
- Assist, interact and communicate effectively with the public/ patients through clinical service.
- Established and maintained inventory and supply checklist for clinic
- Managed all phases of clinic administration.
- Involved in Marketing of the clinic.

EPICENTER TECHNOLOGY- INDIA

2019-2020 CUSTOMER SERVICE REPRESENTATIVE

- Answered daily calls from customers in a high-volume call center regarding service problems, product order progress and other concerns.
- Opened customer accounts by recording and verifying account information.
- Resolves product issues (customer complaints) by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Recognized as a top call center agent with above average satisfaction rates on monthly customer service surveys.
- Solved problems with billing, service or product quality issues customers called about by making referrals to the appropriate supervisor, investigating billing details or scheduling service appointments.
- Prepared monthly reports on customer satisfaction.
- Maintained a customer account information database (incl. canceling and updating customer accounts.)

KEY ACHIEVEMENTS

- Well aware of most of the medical terms despite being from a non medical background.
- Demonstrated professional etiquette and manners, improving 30% positive feedback immediately.
- Resolved an average of 50 inquiries per day.
- Recognized by directors as the best customer service representative.
- Trained 15 new customer service representatives.

HOBBIES AND INTERESTS

- Learning languages
- Marketing
- Photography
- Modelling
- Dance
- Being involved with charitable trusts

PERSONAL DETAILS

Age: 23 Years

Relationship Status : Single

Nationality: Indian

Address: Dubai, UAE

Languages: English, Hindi, German B1 Level

CONTACT INFORMATION

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