

Personal Information

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HEALTHCARE CUSTOMER SERVICE EXECUTIVE (AVAILABLE TO JOIN IMMEDIATELY)

To secure a challenging position in a diverse reputable organization so that to expand my learnings, knowledge, and skills and to fully utilize my training while making a significant contribution to the success of the company and where I can implement the mantras of management at the leading edge of technology.

profiles

Education

2009 - 2013 **University of Mouloud Mammeri, Tizi Ouzou, Algeria**
Bachelor Degree in English Language & Literature 4 yeras program (English Teaching)

2005 - 2009 **Ali Bennour High School, Tadmait, Algeria**
Baccalaureate Degree in Foreign Languages (Arabic--French-English-German)

10.2018 - 12.2018 **International HSE Council**
NEBOSH IGC (UK International General Certificate in Occupational Health & Safety))

Experience

06.2019 - 11.2020 **MEDCARE MEDICAL CENTRES & HOSPITALS**
CUSTOMER SERVICE EXECUTIVE
Greeting patients, answering the telephone, and sorting mails (internal & external).
Invoicing services, derma products sale and upselling.
Assist all patients and answer their inquiries Make sure CPT codes are entered correctly as well as patient information into computer Mediware system.
files Organize, manage, and sort paperwork and Prepare and mail billing, sick leaves, registration cards.
Assist doctors with translation while consulting patients who can't speak English (Arabs, French, Germans).
Ensure the confidentiality of patients throughout all tasks. Enter payment activities into the financial system on a daily basis. (shift closure report and money count, deposit in machine, send reports to the Finance team).
Sending approvals to different insurance companies and following up with its billing.
Communicate with medical billing specialists to ensure treatment codes are accurately received, Review patient medical records and Provide a high level of customer service to the patients.

03.2017 - 03.2019 **DUNES HOTEL APARTMENTS- OUD METHA**
GUEST RELATION OFFICER

05.2014 - 02.2017 **DESERT PALM HOTEL & RESORTS- AL AWWER**
GUEST SERVICE COORDINATOR

Certification & Achievements

Successful Negotiations; Strategies & skills from The University of Michigan- USA (Online)
Gethe Institut German Certificate
Certificate of communication techniques.
Certificate of Project Planning and Editing.
Sales Coordinator Certificate from Desert Palm Hotel & Resorts.
Soft Skill Training in Guest Satisfaction,
Problems resolution, Listening Essentials and Being Approachable.
First Aid & Firefighting Certificate.
Appraisal with Meeting Expectations Grade. Mentioning my name by hotel guests on Trip Advisor, Booking.com, Market Matrix

Languages

ENGLISH	●●●●●●
ARABIC	●●●●●●
FRENCH	●●●●●●
KABYLE	●●●●●●
German	●●●●●●
SPANISH	●●●●●●
Mandarin	●●●●●●

Hobbies

 Swimming	 Chess & Crosswords	 Photography
 Music	 History & Foreign Languages	 Travelling (MALDIVES, DUBAI, GEORGIA, THAILAND, CHINA, TUNIS, ALGERIAN SAHARA)

Skills

- ✓ Good fine motor skills-eye coordination.
- Strong Time Management skills.
- Fine motor skills.
- Good communication - written and oral skills.
- Excellent conceptual and analytical skills.
- Strong Situational awareness and protectiveness.
- Organisational skills.
- Multi-tasking
- Telephone skills
- Customer service
- Time management
- Attention to detail
- Professionalism, Quality focus

Personality

- ✓ Punctual and organised
- ✓ Communicative and proactive
- ✓ Responsible & Confident
- ✓ Committed & Dedicated

Software skills

Microsoft Office	●●●●●●
Microsoft Excel	●●●●●●
Opera PMS	●●●●●●
Microsoft	●●●●●●
Powerpoint	●●●●●●
IDS	●●●●●●