



MOHAMMED RIZWAN. M.A

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PERSONAL SUMMARY

A self made men with qualities of dedication, respectful, reliable and loyal towards what ever comes across have a positive attitude with self confidence and capable of achieving challenging task. Working as contact center representative, experienced in receptionist, sales and marketing.



Organization: THUMBAY GROUP AJMAN

Position held: Customer Care Representative

Duration: June 2016 till present

Job Responsibilities includes

- Scheduling appointments for the patients by telephone or in person according to doctor's duty as per the protocol.
- Blocking the appointments in HIMS according to doctor's schedule.
- Follow up with the appointment patients to the utmost.
- Cancelling / Rescheduling the appointments.
- Coordinating with doctors and departments secretaries for the efficient appointment system.
- Monitor the functioning of appointment system and recommend suggestions to improve the same.
- Interact with patients/visitors in a kind and compassionate manner.
- Handle incoming calls and respond to queries in a warm and professional manner.
- All other duties requested by HOD.
- Empower the customer regarding the services and protocols of the department.

- Listen to customer and understand their needs, paraphrases the customers.
- Act on behalf of the customer throughout the transition with empathy and positive attitude.
- Provide solutions with more options, always go extra mile to satisfy patient needs.
- Ensure that customer requirements are met.
- Attend to customer grievances and provide effective solutions in consultation with the department heads.

SUCCESS FACTOR

- Punctuality & discipline on the job.
- High customer appreciation.
- High accuracy and proficiency at job skills.
- Effective skill application & knowledge sharing

SKILLS

- Communication
- Phone etiquette
- Time Management
- Empathy

EDUCATIONAL QUALIFICATION

- **BBM (Bachelor of Business Management) – Mangalore University, Karnataka, India**
- **PGDCFA - Post Graduate Diploma in Computer Financial Account**
- **10TH & 12th Higher Secondary - MES Kunil School Muttam (CBSE)**

ADDITIONAL SKILLS

- MS-Office - MS-Word, MS-Excel, MS-Powerpoint & Internet

PERSONAL DOSSIER

- Date of Birth : 05th June 1991
- Marital Status : Single
- Visa Status : Employment Visa
- Sex : Male
- Nationality : Indian
- Languages : English, Hindi , Malayalam, Tamil, Kannada & Arabic

