

# Doaa

A l j a m a l

CLINIC / ADMIN  
SUPERVISOR



## Contact information

0561723656

## Email

Duaa.ayman@hotmail.com

## Location

Nakheel , RAK

## Languages

Arabic and English

## Others

Driving License available

## PERSONAL PROFILE

I am aiming a position in the sector of management and hospitality where I can enhance my communication skills. Generally, I am well trained to deal with customers and patients. In addition to the management skills that I have gained through my work experience.

## ACADEMIC BACKGROUND

*Bachelor of Business and hospital administration, UAE, 2015-2016*

*Bachelor of Science ,Ain Shams University,Egypt, 2011-2015*

*General Secondary School,RAK,UAE,2007-2010*

## WORK EXPERIENCE

- *Admin/Clinic Supervisor.*

**Jan 2017- August 2021**      *Cosmesurge Clinic ,RAK,UAE*

- accomplishes department objectives by supervising staff and organizing and monitoring work processes.
- plans monitors and appraises job results.
- completes operations by developing schedules, assigning and monitoring work, gathering resources, implementing productivity standards, resolving operations problems.
- conducts training.
- setting goals for performance and deadlines in ways that comply with the company's plans and vision.
- maintains security and telecommunications system.
- serves visitors by greeting, welcoming, and directing them appropriately.
- Greets patients and guests at the Reception counter and assists them according to their needs i.e. refer or accompany them to the service area as requested.
- Supervises receptionists in the outpatient areas including Emergency Room Receptionists.
- Prepares the duty roster of receptionists and distributes work assignments appropriately.
- Assists receptionists in their needs to avoid leaving the Reception Counter or providing a reliever to man the counter.
- Checks daily cash transactions in the Receptions as to documentation and cash balance.
- Conducts daily rounds to ensure all reception areas are working smoothly and properly.
- Reports or refer to the P. C. Director any problem or issues requiring immediate assistance or answer to queries of his concern.
- Coordinates with Social Worker and/or Patient Relation Officer for patient-related problems.
- Participates in the Quality Improvement Programs such as establishing indicators and functions for the Receptionists in collaboration with T.Q.M. Department
- Acts as a receptionist in case of shortage or when someone is absent for any reason.

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## WORK EXPERIENCE

- *Receptionist/frontdesk coordinator*

**June 2022 - present**     **I Smile Dental Center ,RAK,UAE**

- serves visitors by greeting, welcoming, and directing them appropriately.
- Greets patients and guests at the Reception counter and assists them according to their needs i.e. refer or accompany them to the service area as requested.
- Checks daily cash transactions in the Receptions as to documentation and cash balance.
- maintain files and records, perform data entry.
- maintain office calendars and schedules.
- keep the office clean, safe and organized and keep office supply inventory fully stocked.

# Doaa

## A l j a m a l SKILLS

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- Knowledge/Skills: With good expertise in troubleshooting problems and excellent public relations. Good knowledge of computer and statistical works.
- Equipment Operated: Computer and printer; fax and photocopy machines.
- Languages: Proficiency both in English and Arabic is preferred.
- Personal Requirement: have integrity, initiative, evidence of good health and grooming, good moral character and right conduct, strong and pleasing personality.
- Volunteering: Marketing in the events for the products and services.
- Creativity.
- Interpersonal Skills.
- Critical Thinking.
- Problem Solving.
- Public Speaking.
- Customer Service Skills.
- Teamwork Skills.
- Communication.
- Quality management.
- Supervision.
- Staffing.
- Performance management.
- Organization.
- Fostering teamwork.
- Self development.
- Verbal communication.
- Professionalism and handles pressure
- Customer focus.
- Assess client needs, thus plan, implement and evaluate the plan of care
- Understanding of cultural customs and believes of patients.
- Assist Clients and their families in achieving satisfying patterns through health education.
- Collaborates with a multidisciplinary team and acts as a client advocator to reach high quality.
- Participate in teaching and assessing junior staff and Initiate emergency and safety practices.
- Ability to communicate effectively with staff in a respective manner.