

FRONT DESK RECEPTIONIST- موظف الاستقبال

موظف الاستقبال ذو خبرة يتحدث اللغة العربية بطلاقة، يحظى بتقدير كبير لإدارة وتسجيل جميع العمليات اليومية للمكتب الإداري في المدرسة والمستشفى. يشرف على الموظفين الإداريين ويدعمهم، بما في ذلك الكتبة، والسكرتارية، وغيرهم من العاملين في المكتب
An experienced Arabic-speaking Front Desk Officer who is highly regarded for recording and managing all the daily operations of the school & hospital's administrative office. Supervise and support administrative staff including clerks, secretaries, and other office personnel.

CORE COMPETENCIES - الكفاءات الأساسية

- Communication Skills
- Customer Service
- Multitasking
- Organization and Time Management
- Problem-Solving
- Strategic Thinking
- Attention to Detail
- Interpersonal Skills

PROFESSIONAL EXPERIENCE - الخبرة العملية

ZAMRA FANCY & COSMETICS - COLOMBO, SRI LANKA
DEC 2023 - NOV 2024

FRONT DESK RECEPTIONIST- موظف الاستقبال

- Greet and assist customers, suppliers, and visitors.
- Answer incoming calls, direct them to appropriate staff, and handle inquiries.
- Provide product information and guide customers to the right department or sales representative.
- Handle customer complaints or issues and escalate them if necessary.
- Maintain records of visitors and appointments.
- Handle scheduling for meetings or deliveries.
- Assist in preparing invoices, receipts, and other documentation.
- Proficiency in office software (e.g., Microsoft Office, ERP systems).
- Basic knowledge of the wholesale business or the products being sold.
- Maintain customer and supplier contact lists.
- Update the inventory or sales system as required.
- Excellent communication and interpersonal skills.
- A professional appearance and demeanor.

ROYAL PHARMACY WHOLESALE & RETAIL PHARMACEUTICALS & GROCERIES
CHILAW- SRI LANKA- MAY 2022 - DEC 2023

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- Greet customers in a professional and friendly manner.
- Answer customer queries about pharmacy services or direct them to the pharmacist for medical-related concerns.
- Manage customer complaints and escalate complex issues to the pharmacist or manager.
- Answer incoming phone calls and respond to inquiries about prescriptions, store hours, or product availability.
- Take messages for the pharmacist or other staff as needed.
- Schedule appointments for pharmacy services, such as vaccinations, consultations, or health check-ups.
- Maintain patient records and update information in the pharmacy management system.
- Keep the reception area clean, organized, and stocked with relevant materials (e.g., brochures or promotional items).
- Assist in monitoring over-the-counter product stocks at the front desk.

RECEPTIONIST- موظف الاستقبال

- Greet and welcome patients, visitors, and staff in a friendly and professional manner.
- Ensure the reception area is neat, organized, and welcoming.
- Collect personal information and medical history from patients upon arrival.
- Verify insurance details, update patient records, and issue identification bracelets or cards.
- Schedule and confirm appointments for patients, ensuring accurate details are recorded.
- Answer phone calls, direct inquiries to appropriate departments, and provide information as needed.
- Communicate with doctors, nurses, and other medical staff to ensure smooth patient flow.
- Process and file medical records and other administrative documents
- Handle inquiries about services such as billing, test results, or post-care instructions.

EDUCATION - المؤهل العلمي

- Bachelor Of Arts (BA) in Arabic and Islamic Studies - Naleemiah Institute for Islamic Studies
- Bachelor of Arts (BA) in social science - Political & IR - Open University Of Sri Lanka
- Certified Ethical Hacking – EC- Council at ATN Campus.
- Certificate in AUTO CAD (2D & 3D) – TVEC Registered.
- Certificate in Revit Architecture – TVEC Registered

ADDITIONAL CREDENTIALS - المهارات

- Languages: **Arabic, English and Tamil**
- IT Skills: Ms word, Ms Office and Editing Skills as well as social media influencer
- Professional Development: 2D & 3D designing with AutoCAD for global training and mailing with Ms Office
- Nationality : Sri Lankan

REFERENCES - مراجع مهنية

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