



Resume

Personal details

- Imen Ben othmen
- bimen25@yahoo.com
- +97433697284
- Doha
- March 16th, 1982
- Tunis
- Yes
- Female
- Tunisian

Skills

- Telephone and front desk receptionist ●●●●●
- Customer services ●●●●●
- Filing ●●●●●
- Database and records management ●●●●●
- Data entry ●●●●●
- Time management ●●●●●
- Communication ●●●●●
- Work team ●●●●●
- Organisation ●●●●●

Profile

To improve my skills working on a respectable position and make my name in the field now I am looking forward for a suitable post in your highly esteemed organization where I can show my capabilities and qualities up to luxury customer service satisfaction.

Education

- Oct 2010 - Jun 2012** **Management**
Faculty of science economics and management, Tunis

Employment

- Dec 2015 - Sep 2017** **Representative, Guest Services Duties**
Al Ahli Hospital, Doha
Welcome guests
 - Assist guests by providing general information about the department, as necessary.
 - Make appointments for guests in the E-hope system or E-hope net and complete appointment card if required. Maintain waiting list of guests.
 - Receive and register guest in EHOPE system.
 - Create a file electronically for the guest if first time at Al Ahli Hospital.
 - For insured guests take a copy and scan in their insurance card.
 - Scan in a copy of the QID or in the absence of QID another type of ID.
 - Responsible in checking if the guest has an appointment or walk-in guest.
 - Process and charge guest for the visit as per the visit type.
- Dec 2017 - Apr 2018** **Guest services**
HSBC BANK, Doha
Ensuring and providing flawless, upscale, professional and high class guest service experiences -Analyzing customer feedback and providing strategic direction to continuously improve overall rating -Responding to guests needs and anticipating their unstated ones
 - Examine daily duties, assign tasks and check on progress
 - Follow up on queries from the insurance companies by liaising with the Doctors and sending additional information requested.
 - Collect check and record all insurance claim forms and tally with daily TPP in The Women's Clinic only.
 - Professionally attend department phone calls whether internal or external.
 - Direct phone calls to respective area or clinic as per guest requirement.
 - Handles inquiry about clinic operation, insurance and other related matter.
 - Check the call back system regularly throughout the day and update.

Problem solving skills ●●●●●

MS Office ●●●●●

Creativity ●●●●●

Languages

Arabic ●●●●●

French ●●●●●

English ●●●●●

Italian ●●●●●

Aug 2018 - Aug 2021

Secretary/Admin Assistant

Qatari Diar, Doha

Answers telephone calls, determines the purpose of callers and forwards calls to respective personnel or department

- Greets guests and screens the nature and purpose of their visit
- Takes and relays the message of the caller to respective personnel
- Sorts and distributes mails and other documents to respective employee/ department
- Prepares purchase requisition for office supplies and coordinates with Procurement the timely delivery of request
- Performs clerical duties such as photocopying, scanning and printing of documents, replenishment of fax and printer paper, sorting and filing of documents
- Sends emails and faxes
- Maintains up- to- date files of records and other documents of Admin Department
- Observes good housekeeping and safety practices in the reception area