

**Wafa Ahmed**

Dammam – Khobar, Saudi Arabia

Phone: 0556451391

Email: wafooyo3003@gmail.com

**Professional Summary**

Business Administration graduate with solid experience in customer service and front desk operations within healthcare and hospitality sectors. Skilled in patient registration, appointment scheduling, insurance verification, and computer systems. Seeking a professional opportunity to contribute to organizational efficiency in line with Saudi Vision 2030.

**Education**

Bachelor of Business Administration

King Faisal University – Saudi Arabia

Graduation Year: 2018

**Work Experience****Guest Services Officer**

Saudi German Hospital – Dammam

Jul 2025 – Sep 2025

- Patient registration and data entry
- Insurance verification and coverage review
- Appointment scheduling and waiting list management
- Billing and invoice printing

**Patient Receptionist**

Consultants Diagnostic Radiology Center – Khobar

Jul 2024 – Nov 2024

- Appointment booking and patient file management
- Working on MICLINIC system
- Coordinating X-Ray, MRI, and Ultrasound appointments
- Billing and report delivery

**Hotel Receptionist**

Blue Sands Tourism Projects Co. – Dammam

Jan 2022 – Sep 2023

- Guest check-in and check-out
- Reservation management (Booking, phone, email)
- Invoice issuance and deposit handling
- Customer service and coordination via WhatsApp

**Sales Associate**

LuLu Hypermarket – Dammam

Oct 2018 – Dec 2019

- Assisting customers and promoting products
- Achieving monthly sales targets

**Patient Receptionist**

Ibn Sina Dental Center – Dammam

Jan 2013 – Mar 2016

- Appointment scheduling and patient file handling
- Insurance approvals (Bupa, Medgulf, Tawuniya)
- Daily cash closing and invoicing

**Skills**

- Customer Service
- Computer Skills

- Medical Reception Systems
- Appointment Scheduling
- Insurance Coordination
- Communication Skills
- Ability to Work Under Pressure

**Languages**

Arabic: Native

English: Intermediate