

Wafa Ahmed

Dammam – Khobar, Saudi Arabia
Phone: 0556451391
Email: wafoooy3003@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