# Razan Aldeeb

## Receptionist | Customer Service

**Jeddah, SA | +966 59 646 9993 | r.aldeeb002@gmail.com**

## SUMMARY

Customer-focused and highly organized professional with experience in reception and administrative support within healthcare facilities. Skilled in customer service, appointment scheduling, data entry, insurance processing, and handling daily office operations. A fast learner with excellent communication, multitasking, and problem-solving abilities. Passionate about delivering outstanding customer experiences in fast-paced environments.

## Experience

**Receptionist**

**Eshraq Almadinah Medical Complex** **October 2022 - November 2022**

- Welcomed patients and visitors in a professional and friendly manner.
- Registered new patients and maintained accurate digital records.
- Processed insurance approvals and coordinated with insurance providers.
- Prepared invoices and entered daily data using Microsoft Excel.
- Managed end-of-day registration and administrative procedures.
- Worked efficiently in a fast-paced healthcare environment.

**Receptionist**

**Joud Medical Prime Center** **May 2018 – November 2018**

- Scheduled patient appointments and managed daily reception activities.
- Organized and maintained patient files.
- Coordinated laboratory specimen dispatch and follow-up.
- Managed receiving and sending of dental laboratory cases.
- Assisted patients and ensured smooth clinic operations.

## Education

**Bachelor of Medicine and Surgery (MBBS)** **2026**
Ibn Sina National College

**English Language Program** **2017**

York University English Language Institute | Completed with Honors

**High School – Science Track** **2016**

## CERTIFICATIONS

- Basic Life Support (BLS Provider) **2025**

## SKILLS

- Microsoft Word
- Microsoft Excel
- Teamwork
- Customer Service
- Reception & Front Desk Operation
- Cash Handling Basics
- Appointment Scheduling
- Data Entry
- Communication Skills
- Problem Solving
- Time Management
- Organization
- Multitasking
- Administrative Support

## LANGUAGES

- Arabic - Native
- English - Fluent