**Michael Sallam**

michaelsallam@yahoo.co.uk

0894864280

Bawnard, Clonmel, Co. Tipperary E91 Y1K0

My personal ethos is to achieve excellence in whatever role I find myself in. All my previous roles have been customer service orientated, so I can say with confidence that service skills are strong. This is due to a pleasant demeanour and the ability to listen, coupled with a genuine desire to help.  
Having strong interpersonal skills has always come naturally to me, due in part, to my international upbringing. I have never shied away from a challenging work schedule, as I like to be busy. In my spare time I enjoy sports and taking on large projects. I am currently teaching myself coding and have been rowing for the past two years and have won at a novice race.

**Work experience:**

**Patient Scheduler,** Relatecare **06/02/20 – Present**

Worked as patient scheduler for various doctors to include all aspects of administrative duties.

Key Contributions;

* Routinely addressed client questions and concerns regarding medical procedures and policies. Especially during constant changes during Covid-19 pandemic.
* Communicated effectively with clients and medical professionals
* Scheduled clients serving four medical offices, taking into consideration client location, facility capabilities, insurance requirements, and type of exam
* Followed up with doctors' offices to ensure proper exams are scheduled for clients
* Consistently recognized as top scheduler to achieve company benchmarks
* Performed administrative tasks as needed across a range of software including but not limited to Microsoft Office, Epic etc

**Admin Assistant,** Cairo Medics ltd **09/06/19 – 06/02/20**

This has been a varied role from the beginning with many responsibilities. It has required me to have excellent time management, as well as having to adapt to a completely different type of job than I have previously had. I have had to organise the office and filing structure and handling confidential data with care. Also, I have had to engage and interact with an International team of professionals. Having previously lived in Egypt, I have navigated the cultural differences with ease and my Arabic (Egyptian Dialect) has helped immensely. In turn this role has helped me strengthen my organizational skills and to strengthen my Arabic, which I am continuing with.

**Waiter,** Thaikhun **30/11/17 – 14/04/19**

Working in an international restaurant located in one of the busiest areas of Manchester I had to deal with a large variety of customers from many different cultures. This had to be done whilst also embodying the values of Thai hospitality. My background from living outside of the UK and mixing with many different nationalities made this quite easy for me. Maintaining a professional yet friendly demeanour with customers was something that came naturally to me, even in the busiest periods of service. This is due to my own ethos of striving for excellence and working very well with my team. Being a part of team was especially important in this position as there were many unexpected circumstances that we had to resolve.

**Fund Raiser,** Home Fundraising **25/07/17 – 22/09/17**

Door to door fundraising on behalf of Cancer Research UK, I had to hold myself to their high standards both ethically and respectably at all times. Over the 3 months I worked the campaign, the donations that I secured, equated to the value of £50,000. This environment developed my passion for learning and my people skills that my previous sales job had honed. Which made my customer service skills improve even more.

**Brand Ambassador,** ARK Promotions **18/11/16 – 17/07/17**

Representing brands such as Hello Fresh and Abel Cole whilst working on a commission only basis. Having to sell these products Door to Door greatly increased my interpersonal and communication skills. Having to work in all types of weather and on commission only has profoundly increased my work ethic and my attitude.

**Paintball Marshal,** Delta Force Paintball UK 21/**06/13 – 28/08/2016**

Working with a team of Marshals to prepare the day for customers, ensure the day runs smoothly and to close the day. My positive attitude, along with my ability to remain calm under pressure made me stand out in this job, as customer safety was paramount. As we were using firearms, awareness and vigilance were essential aspects of my role here. This also included the need for excellent communication skills amongst both my peers and the public. In this job I also worked many extra hours without being paid as I was dedicated to making sure that the job was done to the highest of standards. Supervising and training other marshals is an important part of my job and I have excelled in this area.

**Education:**

**Agricultural Engineering BENG,** Harper Adams University 11/**09/13 – 27/07/15**

**Certificate of Higher Education**

Harper Adams is a university in Shropshire which is situated on its own farm. It has the largest soil hall in Europe and has fully accessible workshops for engineering students. It provides a full practical element to supplement the theoretical element of the degree from day one. Students are required to use the workshops in order to gain insight into how machinery is used to create what engineers design.

**A levels**

* Maths – D
* Psychology - C
* Biology – E
* Chemistry AS – E

**GCSE’s**

* **Maths – A**
* **English Lang – A**
* **English Lit – A**
* **French – A**
* **Chemistry – A**
* **Biology – A**
* **Physics – B**
* **History – A**
* **ICT – B**
* **Religious Studies – B**

**Hobbies and Interests**

I am an apprentice black belt in Budo Tai-jitsu, a martial art originating in Japan. Like all martial arts it has taught me discipline and provided me with mental fortitude. I have participated in several sports teams during my time in academia. I am currently a member of the Clonmel rowing club. Rowing successfully is all about cohesion with your fellow crew members and this applies outside of the boat just as much as in it. I have also been a member of many other teams which include; football, hurling, basketball and rugby, all of which have taught me how to work as an individual inside of a group but also as a member of a team.