

# Rahaf Ayn Kraie

525-A 2525 Pembina Hwy | Winnipeg, MB R3T 6H3 | 204-399-0730 | rahafalashe1119@gmail.com

**OBJECTIVE:** Seeking a part-time position providing responsible service and customer care

## HIGHLIGHTS OF QUALIFICATIONS

- One year of employment experience providing kind and caring customer service
- Sincerely enjoys providing reception and retail service, as well as working with children
- Driven by achievement, personal development, and interaction with others
- Professional with a positive attitude, calm and patient, and encourages others
- Adaptable to work a variety of weekend shifts, plus full availability in Summer 2024
- Bilingual in English and Arabic

## RELEVANT EXPERIENCE

### Customer Service Skills

- Kindly welcomed patients to the facility, offering assistance and product knowledge
- Explained procedural instructions with clarity and empathy, ensuring patient comfort
- Accepted requisition forms and reviewed patient information and service data for accuracy
- Kept workspaces clean and organized with a commitment for antiseptic techniques
- Operated eye examination equipment with clear communication and patient feedback
- Abided by health care ethics to ensure confidentiality, integrity, and tact

### Administrative and Software Skills

- Documented and reported patient results using Microsoft Word; adapts quickly to software
- Collected data and other information on spreadsheets using Microsoft Excel
- Developed a variety of presentations using Microsoft PowerPoint
- Studied anatomy and physiology; well-versed in medical terminology

## EMPLOYMENT HISTORY

Optical Assistant	Al-Nabatieh, Lebanon	2021
Nursing Practicum	Nabih Berri Governmental University, Lebanon	2020

## EDUCATION & TRAINING

English Language Institute	Manitoba Institute of Trades and Technology	2023 – Present
Grade 12 Diploma	Government of Syria	2021
Pre-College Nursing Program	Nabih Berri Governmental University, Lebanon	2018 – 2020

References Available Upon Request