




Wissal Nyati

Nationality: Tunisian

CONTACT

 wissalnyati054@gmail.com

 (+216) 27323730

 <https://wissalnyati.github.io/AboutMe/>

ABOUT ME

Organized and dependable candidate consistently proving ability to effectively manage multiple priorities while maintaining a positive attitude. Always willing to take on additional responsibilities to meet team goals and contribute to overall success of the organization. Seeking full-time role that provides professional challenges and allows utilization of strong interpersonal skills, effective time management, and problem-solving expertise. Proactive and goal-oriented approach, excelling in managing time efficiently and finding innovative solutions to complex problems. Reputation for reliability and adaptability, swiftly learning and applying new skills. Fully committed to leveraging these qualities to drive team success and contribute to the growth of the organization.

EDUCATION AND TRAINING

10/07/2023 – CURRENT tunis, Tunisia

B2 level in English British Council

Website <https://www.britishcouncil.tn/en> | **Level in EQF** EQF level 8

LANGUAGE SKILLS

MOTHER TONGUE(S): Arabic

Other language(s):

English

Listening B2

Reading B2

Writing B2

Spoken production B2

Spoken interaction B2

French

Listening A2

Reading A2

Writing A2

Spoken production A2

Spoken interaction A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office | Microsoft Word | Social Media | Microsoft Excel | Power Point

COMMUNICATION AND INTERPERSONAL SKILLS

Active Listening Clear & Professional Communication Conflict Resolution & Patience

Skilled in fully understanding customer concerns and responding appropriately to ensure satisfaction.

Ability to speak clearly and professionally, ensuring that customers easily understand information and solutions.

Experienced in handling difficult customers with a calm and professional attitude, resolving issues effectively.

WORK EXPERIENCE

05/03/2023 – 20/12/2023 Ben Arous, Tunisia

Secretary

. Reception & Customer Service

- Greeting and welcoming patients.
- Answering phone calls and responding to inquiries.
- Scheduling and confirming patient appointments.
- Handling patient check-ins and check-outs.

2. Administrative & Office Management

- Maintaining and organizing patient records.
- Managing the dentist's schedule and coordinating appointments.
- Processing and managing insurance claims.
- Handling billing, payments, and issuing invoices.
- Ordering office and dental supplies when needed.

3. Communication & Coordination

- Providing information to patients about treatments, procedures, and payment options.
- Relaying messages between patients and the dental team.
- Coordinating with dental assistants and hygienists to ensure efficient workflow.

4. Data Entry & Record-Keeping

- Updating patient databases with personal details, medical history, and treatment records.
- Ensuring compliance with healthcare regulations (e.g., patient confidentiality laws).

5. Hygiene & Safety Compliance

- Ensuring the reception and waiting area remain clean and organized.
- Following infection control and COVID-19 safety protocols.

10/02/2024 – 15/07/2024 ariana, Tunisia

waitress