

Eman Alkhatib

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PROFESSIONAL EXPERIENCE

Thompson Medical Centre, London, ON.

Medical Office Assistant (August 2020 – Current)

- Coordinate patient scheduling, check-in, check-out and payments for billing.
- Call and fax pharmacies to submit prescriptions and refills.
- Improve timely payment of bills by developing flexible payment plans for patients.
- Use Accuro to schedule appointments for doctor visits and procedures.
- Answer phone calls and messages for 9 -physician to schedule appointments and handling patient inquiries.
- Manage office logistics by scheduling appointments, maintaining files and collecting payments.
- Train new employees

PHASE GRAPHICS, London, ON.

Customer Service Associate (May 2018 – Jul 2019)

- Analyze data to determine answers to questions from customers or members of the public.
- Confer with customers by telephone or in person to provide information about services, take or enter orders, cancel orders, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

EDUCATION

The Open University, UK

B.S. Information Technology & Computing (Jan 2019)

GPA: 2.71

ADDITIONAL SKILLS

- contribute to the diagnostics, troubleshooting, documenting and monitoring of technical problems using appropriate methodologies and tools.

- communicate and collaborate with team members and stakeholders to ensure effective working relationships.
- identify, analyze, develop, implement, verify and document the requirements for a computing environment.
- Organized and quickly pick up new techniques.
- Proficient in MS office suite including Word, excel, PowerPoint, etc...
- likely to work individually and with a team.
- Excellent communication skills (verbal and written) include fluency in English and Arabic
- Payment Collection and Processing
- Data Entry
- Multitasking Abilities
- Organization and Time Management.