

Maged Atef Arteen

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Immediately Available | Multilingual | Customer-Focused | Detail-Oriented

Professional Summary

Dynamic and adaptable professional with 10+ years of experience in high-pressure environments, providing outstanding customer service, administrative support, and client communication. Skilled in client interaction, multitasking, scheduling, and documentation. Recognized for strong interpersonal skills, attention to detail, and a service-oriented mindset. Seeking opportunities in Receptionist, Customer Service, or Sales roles where I can bring value through professionalism and dedication.

Core Competencies

- Customer Service & Communication
- Front Desk & Reception Operations
- Sales Support & Client Follow-Up
- Appointment Scheduling & Coordination
- Microsoft Office (Word, Excel, Outlook)
- Email & Phone Handling
- Problem Solving & Conflict Resolution
- Data Entry & Reporting
- Multitasking & Time Management
- Team Collaboration

Professional Experience

- ✓ **Front Desk & Client Services (Medical Setting)** Mabra Lab – Alexandria, Egypt

Aug 2024 – Jun 2025

- Welcomed and registered clients, ensuring smooth check-in and data accuracy.
- Handled client inquiries and appointment scheduling via phone and email.
- Resolved client concerns with professionalism and empathy.
- Managed test result delivery and coordinated with physicians for follow-ups.

- ✓ **Client Support & Reporting Coordinator** Zewail's Laboratory – Alexandria, Egypt

Aug 2020 – Aug 2024

- Communicated results and next steps to patients and physicians.
- Maintained client files, coordinated internal communication, and ensured a smooth experience.
- Managed high-volume client interactions daily.

✓ **Administrative & Customer Support** Private Labs – Alexandria, Egypt

Jun 2015 – Aug 2020

- Supported operations by managing records, appointment schedules, and equipment maintenance
- Assisted with patient service and helped ensure a welcoming environment.

Education & Certifications

- Diploma in Analytical Clinical Biochemistry, Alexandria University – 2023
- B.Sc. in Biochemistry, Alexandria University – 2012
- Basic Life Support (BLS) – AHA Certified, valid until 2027
- ISO 15189/2022 Training – Quality & Competence
- Digital Transformation Fundamentals – Alexandria University
- GSK Academy – Client Interaction & Biochemical Training

Languages

- Arabic – Native
- English – Professional Proficiency

References

- Available upon request.