

# Sanya Ahmed

## Details

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## Skills

- Accountability
- Empowerment
- Adaptability
- Effective Time Management
- Customer Service
- Microsoft Office
- Ability to Work in a Team
- Team Collaboration
- Industry Knowledge
- Results-Driven
- Communication Skills
- Klaviyo
- Microsoft Office
- QuickBooks
- Microsoft suite
- Interpersonal Skills
- Medical terminologies

## Languages

- English
- Urdu
- Punjabi

## Profile

Graduated with Masters in Psychology. I have working experience in diverse environments and cultivated various skillset such as good time management, teamwork,punctuality,consistency,adaptability & resilience.I am a learner by nature and love to evolve. Professionally, I have 5 years of working experience in different roles such as Personal Assistant, Customer services, Marketing management. My short term goal is to learn and gain new skills and also to exercise my hobby on a regular basis and my long term goal is to find a meaningful and Productive job. I am a hardworker and would love to ideally work for a company that values honesty, punctuality, time and hardwork.

## Employment History

### Virtual Assistant, Dr Zeb's Private Surgery

JANUARY 2022 – MAY 2024

- Utilized Microsoft Outlook for efficient email management, scheduling meetings, and setting reminders for important tasks and appointments.
- Handling patient inquiries regarding their prescriptions, including information on dosage, duration, and any necessary follow-up.
- Sent emails to patients regarding follow-up checkups, providing information and reminders about their scheduled appointments, and addressing any queries or concerns.
- Directing patients to appropriate clinical staff for specific medical advice related to their prescriptions.
- Sent a daily reminder to the consultants through email or via WhatsApp about their online consultations schedules.
- Operated the clinic's application and kept it up to date with the accurate information.
- Entering and updating patient details, medical history, and contact information in the CRM system (Drchrono).
- Ensuring all patient records are accurate and up-to-date.
- Ensured confidentiality, provided exceptional service for the patients.
- Documentation management; naming, filing, downloading etc
- Created and maintained records using Google Sheets for tracking patient appointments, consultation schedules, and other administrative tasks.
- Provided prompt response to emails and prioritized tasks on the basis of urgency.
- Performing any other duties as required to support the doctor's professional activities, such as ordering supplies, managing office equipment, and ensuring a smooth workflow.
- Utilized QuickBooks to prepare patient invoice, monthly financial reports, and coordinated with the accounting department to ensure accurate billing and budgeting.

- Organizing travel and accommodation for the doctor if they attend conferences, seminars, or other professional events.

## **Marketing Assistant , Nestlé**

JULY 2020 – NOVEMBER 2021

- Worked closely with the project marketing manager, where we planned and executed marketing campaigns to promote Fruita vitals products such as juice boxes effectively.
- Managed adverts on various social media platforms such as Facebook, Instagram & created content via WordPress.
- Utilized Klaviyo to create and generate targeted email.
- Also aided in additional administrative tasks such as chasing up with pending RFIs, sending them to concerned SMEs for further information or for RFP/RFQ.
- Worked with MS excel for data entry, created presentations on PowerPoint and also used canva to create content for social media.
- Consistently did our market research to understand the latest trends and provided insights and opportunities for brand growth.
- Analyzed customer data and metrics to optimize email marketing strategies.
- Managed various social media platforms such as Instagram & Facebook to increase engagement with potential customers and to drive brand awareness.

## **Education**

### **M.sc Applied Psychology**

JANUARY 2017 – JANUARY 2019

## **References**

### **Dr Sana Azhar from NHS**

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### **Dr M. Usman from Dr Zeb's Private Surgery**

zebusman0@gmail.com