



# Intisar Almakki

📍 Khobar Saudi Arabia 📞 +966 59 197 9676 ✉ Ea803@hotmail.com

## PROFESSIONAL SUMMARY

Results-driven administrative professional with over 10 years of experience in customer service, healthcare reception, and office management. Efficiently handles front-desk operations, manages patient relations, schedules appointments, and oversees documentation management. Thrives under pressure while maintaining strict confidentiality and enhancing workflow efficiency through effective communication and organization.

## SKILLS

- Customer Service
- Office Administration
- Appointment Scheduling
- Medical Billing
- Problem Solving
- Patient Relations
- Documentation
- Coordination
- Insurance Processing

## WORK HISTORY

### SENIOR RECEPTIONIST

01/2011 to CURRENT

#### Al-Mana Hospital

- Oversee front-desk operations, ensuring a seamless patient experience
- Schedule and manage patient appointments while assisting with documentation
- Process billing, payments, and insurance claims in collaboration with Medicare and private health providers
- Maintain accurate and confidential patient records in compliance with healthcare regulations
- Liaise with hospital departments to improve workflow and patient service quality
- Organize and coordinate meetings for staff and medical teams

## EDUCATION

**Diploma | Business Administration**

2023

**Academy of Learning, Khobar**

**Bachelor's Degree | Geography**

2010

**Dammam University, Dammam, Saudi Arabia**

## CERTIFICATIONS

- Admin Assistant
- Office Management & Modern Secretariat
- Personnel Affairs & Administrative Development
- Advanced Excel

# Intisar Almakki

## Contact

### Address

Khobar Saudi Arabia

### Phone

+966 59 197 9676

### E-mail

Ea803@hotmail.com

## Skills

Customer Service

Patient Relations

Office Administration

Documentation

Appointment Scheduling

Coordination

Medical Billing

Insurance Processing

Problem-Solving

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## Work History

2011-01 -

Current

### Senior Receptionist

*Al-Mana Hospital*

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