



Fatima Mohsin

Dental Trainer/ Operations



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Dedicated and detail-oriented Quality Analyst with 6 months of experience. I am growth hacker with 4+ years in customer support & Dentistry field. Worked more than 2 years in customer services B-C & more than 3 years in B-B, maintaining, and completing client billing and reconciliations. Trainer & in lead role, worked as Supervisor for US based campaigns (Inbound & outbound)

Experience

Assistant Supervisor & Trainer at Dinco Pvt & Ltd.

Nov 2020 - Jan 2023

- Communicating with insurance companies, clients, team members & supervisors regarding medical & dental insurance benefits for patients prior to their scheduled appointments.
- Responsible for their quality work, overseeing employees & motivating team to complete their task before the client requirement.

Quality Analyst at Dinco Pvt & Ltd

Feb 2023 - Aug 2023

- Analyze current and past calls & Quality assurance of the calls & Audits.
- Look at recent quality performance, Performance Monitoring.
- Prepare reports on the above information and communicate the insights of these reports to the Managers & Teams.

Team Leader Manager at Premier BPO

Sep 2019- Oct 2020

- Assisting in resolving customer complaints/Disputes.
- Dealing with customers(B-C), in order to sell the co. products.
- Prepared reports on the above information and reported the insights.

Telesales Representative/ Customer Support at Ovex Technologies.

Feb 2019- Sep 2019

- Assisting in resolving customer complaints/Disputes in B-B.
- Dealing with customers(B-C), in order to sell the co. products.
- Prepared reports on the above information and reported the insights.

Receptionist/ Floor Manager at Go & Glow Aesthetic Clinic

June 2018- Sep 2019

- Supervising the general operations of a specific department of an organization.
- Handling queries and complaints via phone, email and general correspondence.
- Welcoming visitors and solving their problems.

Education

DPS & BSD College

- Intermediate in Computer Sciences.
- Matriculation in Biological Sciences
- Certified in CA & OP

JAN 2014 - DEC 2016

JAN 2012 - DEC 2014

Feb 2017- DEC 2017

Skills

- Culture sensitivity & Cross culture communication
- Adaptability to market dynamics
- Negotiation Skills
- Resilience and Patience
- Networking Skills
- Customer Service/Communication
- Data mining and analysis/ Detail Oriented
- Reporting / Interpersonal Skill
- Leadership with Inclusivity.

- MS Excel
- MS Office Suite
- Reporting
- Software Proficiency
- Record Maintaining/CRM's
- Eaglesoft, Dentrix, Open Dental, Dental CRM
- Adobe Photoshop
- Corel Draw
- Canva