

karim Belal

Personal Information:

- Date of Birth: 8 May 2000
- Marital Status: Single
- Email: karimybelal@gmail.com

- Nationality: Egyptian
- Location: United Arab Emirates
- LinkedIn: linkedin.com/in/karimybelal

Business Administration graduate with experience in sales, customer service and administrative support. Proficient in communication, CRM tools, and organizational skills to enhance workflow and customer satisfaction. Seeking an Administrative cum Receptionist role in a dynamic, customer-focused environment.

Holding a valid UAE residence visa until July 2026.

EDUCATION

Bachelor of Commerce, Business Administration Department, English Section.
Mansoura University.
Graduated: 13 June 2023

WORK EXPERIENCE

AL Sabaaq Transport Logistics

Abu Dhabi, UAE

Receptionist

20/06/2024-present

Duties:

- Greet and assist visitors professionally and handle inquiries.
- Manage phone calls, take messages, and ensure timely follow-ups.
- Schedule appointments, meetings, and manage office supplies.
- Maintain organized records, documentation, and ensure easy retrieval.
- Support basic HR tasks and assist in day-to-day operational duties.
- Create and manage documents, reports, and presentations using MS Office tools.

El-sallab Hospital

Mansoura, Egypt

Administrative Cum Receptionist

01/06/2021-05/06/2024

Duties:

- Greeted and assisted over 112 patients daily upon arrival, enhancing the welcoming atmosphere and reducing wait times by 20%.
- Responded to inquiries about services and appointments as a team leader, improving patient information access and achieving a 95% satisfaction rate in post-service surveys.
- Resolved patient complaints efficiently, enhancing overall patient satisfaction and contributing to a 30% decrease in complaint escalation.
- Coordinated appointments, reducing scheduling errors by 25% through enhanced organizational practices.
- Provided comprehensive information on hospital services to patients and families, ensuring clarity and accessibility, which improved service ratings by 15%.
- Managed patient records in CRM systems, ensuring 100% accurate data entry and integrity, which streamlined administrative processes.
- Developed a patient feedback initiative that resulted in a 20% improvement in service delivery based on actionable insights.

TOP SKILLS

- CRM system usage.
- Microsoft Office Suite.
- Multitasking.
- Task prioritization.
- Soft skills.
- Problem solving.
- Teamwork and adaptability.

COURSES

- **Certified English Course**
Issued by Mansoura University-March 2023
- **Certified Microsoft Office Course**
Issued by Mansoura University-January 2023

LANGUAGES

- Arabic (Native)
- English (Professional Working Proficiency)