

ALI ABDO

Date of Birth:

14/04/1999

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Objective

Experiences customer support and communications officer and digital marketing master student looking for a full time opportunity at any position that is related to digital marketing. I have a thorough experience covering all communication operations and I am looking forward to apply my acquired skills in new business domains.

Skill Highlights

- Clear Communication
- Customer Support
- POS and MS Office
- Social Media Proficiency
- Creative Design
- Service-focused and highly organized

Experience

Administrative Assistant – 01/2023 to date

Clemenceau Medical Center, Beirut

- Communicates with the assigned hospitalists and/or attending physicians to complete any missing information and comply with documentation standards.
- Filling and serializing the patient documents in chronological order in the patient file.
- Assist in providing patient medical record request.
- Assist in data entry of the patient inpatient monthly chart audit.
- Assist in shredding process for patients that have not been visited CMC for 10 years.
- Provides direct secretarial support to the medical records department.
- Responds to calls and perform other related functions as required

Information Officer – 11/2018 to 01/2023

Clemenceau Medical Center, Beirut

- Handle inbound and outbound phone conversations with clients while maintaining a polite, timely, and consistent phone manner using proper phone etiquette.
- Identify customer needs, clarify information, and provide solutions while remaining calm under stressful situations.
- Respond to emergency calls following established procedures
- Welcome and greet all patients and visitors, in person or over the phone

Call Center Agent – 10/2017 to 11/2018

AUBMC, Beirut

- Answer calls, and connect callers with internal and external parties upon request
- Schedule appointments for private clinic's patients
- Operate the room service Software

Education

Master in Business Science with concentration on digital marketing– ongoing
Universite Antonine, Baabda

Ultimate SEO Training 2022- Word Press C 08/2022
Moe Media, Beirut

Digital Marketing Course – 05/2022 to 08/2022
CIS College, Beirut

Conversational English Course – 03/2022 to 05/2022
CIS College, Beirut

Social Media Workshop – 03/2022
Amideast, Beirut

Bachelor of International Business Management - graduate 2017, 2022
Lebanese International University, Beirut

Lebanese Baccalaureate in Economy and Sociology – 2015, 2016
Lycee Rodwan Itaoui, Beirut

Languages

Fluent in English, Arabic