

MONA MAHMOUD ABBAS

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Nationality : Lebanese

OBJECTIVE

A hard-working and dependable individual with the ability to work well both independently and in a team and to take managerial positions with high responsibility to fulfill large achievements in my life's career.

PROFESSIONAL EXPERIENCE

- **Trad Hospital**

Job Description Admission Representative

March 2021 – Dec 2022

- Manage patient pre-admission process including interviewing patients, recording patient details in hospital's database and using doctors' bookings.
- Answer Patient questions regarding admission procedures, mobile phone restrictions and room selection.
- Screen patients' medical insurance and payment information validity and verify third-party approvals.
- Arrange admission charts and gather related paperwork.
- Guide patients through the admission process and gather relevant personal information through pre-admission interviews.
- Verify patient identification and issue hospital identification band as required
- Manage patient's placement throughout the facility via assigning beds, arranging transport and notifying physicians of patient arrivals.
- Obtains information of maternity and emergency room patient through interviewing family members

- **A to Z Office Supplies SAL**

Job Description Sale representative

May 2014 – Jan 2020

- Selling Products and services using solid arguments to prospective customers
- Performing cost-benefit analyses of existing and potential customers
- Maintaining positive business relationships to ensure future sales
- Reach out to customers leads through cold calling
- supply management with reports on customer's needs, problems, interests, competitive activities
- Manage transactions with customers using cash registers
- Collect payment whether in cash or credit

- **Itani Group**

Job Description: Sales & Cashier

April 2010 – April 2014

- Collect payments whether in cash or credit
- Issue receipt, refunds or change
- Scan goods and ensure pricing is accurate
- Cross-sell products and introduce new ones
- Greet customers when entering or leaving the store

EDUCATION

- **2011 - 2017** Lebanese International University –
Bachelor degree in Business Marketing
- **2010** Lebanese Baccalaureate, economics and sociology at Shakib Ersan Verdun

SKILLS

- **Ms Office:** Word, Excel, PowerPoint, Outlook, Internet use.
- Great communication skills
- Ambitious. Responsible, ethical
- Passionate in business marketing

LANGUAGE SKILLS

Arabic, English, French written and spoken.

REFERENCES

Available upon request