

JESSICA SAAD

PROFESSIONAL SUMMARY

Detail-oriented and adaptable professional with a background in business support, digital communication, and administrative coordination. Skilled in managing digital correspondence, organizing documentation, and assisting cross-functional teams to deliver smooth and efficient operations. Proficient in Microsoft Office, Google Workspace, and CRM tools, with experience creating and formatting training materials, reports, and internal content. Known for handling high volumes of communication with professionalism, monitoring task progress, and supporting performance tracking. Passionate about employee development, team collaboration, and continuous process improvement. Eager to contribute proactive, organized, and reliable support to training initiatives in fast-paced environments.

CONTACT & PERSONAL DETAIL

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DOB: 27/07/2003

WORK EXPERIENCE

Admission Coordinator at Trad hospital | August 2024- present

- o Acted as the central point of communication between patients, internal departments, physicians, and insurance companies, ensuring a seamless and professional admission process.
- o Handled 30–40 daily patient cases, efficiently updating internal systems, tracking coverage statuses, and maintaining accurate digital records.
- o Managed insurance approvals, coverage validation, and rejections; responded to insurer objections by providing required documentation, clarifications, and follow-ups.
- o Ensured timely digital authorization and compliance processing while supporting clients in navigating insurance procedures and policies.
- o Streamlined communication between doctors, TPAs, and insurance delegates to resolve administrative issues and minimize delays in approvals.
- o Maintained audit-ready documentation for compliance reviews and contributed to internal workflow enhancements for better patient experience.
- o Demonstrated strong attention to detail, confidentiality, and problem-solving in a high-pressure, service-oriented environment.
- o Supported daily task coordination using shared digital tools, ensuring alignment across departments and contributing to an organized and efficient work environment.
- o Maintained professionalism while handling sensitive inquiries, reinforcing strong customer service and conflict resolution skills.

Private Tutor online and offline | 2020-2025

- o Conducted personalized academic sessions both in-person and via online platforms such as Zoom, adapting teaching methods to suit each student's needs.
- o Managed scheduling, documentation, and feedback delivery to ensure smooth learning progress.
- o Used digital tools to organize materials, track performance, and maintain clear communication with students and parents.

SKILLS

- o Proficient in Microsoft Office and Google Workspace, with experience preparing reports, presentations, and client-facing materials.
- o Strong verbal and written communication skills; managed 50+ daily inquiries across phone, email, and digital platforms with professionalism and clarity.
- o Familiar with CRM tools; capable of managing sales pipelines, tracking leads, and supporting customer relationship workflows.
- o Quick learner with a proactive, problem-solving mindset; thrives in fast-paced, target-driven environments.
- o Able to adapt messaging for diverse audiences, with confidence in presenting information clearly and persuasively.
- o Fast learner with a proactive, target-oriented mindset; excels in multitasking and adapting to fast-paced, tech-driven environments.
- o Background in supporting cross-functional collaboration, offering insights to improve workflows and enhance service delivery.
- o Basic knowledge of digital platforms such as Meta Business Suite and Google Ads, Canva...with an understanding of customer engagement strategies

EDUCATION

- o Digital Marketing degree – Lebanese American University (2025)
- o Meta certified digital marketing 2025
- o Bachelor's in Medical Laboratory Sciences – Lebanese International University (2021 - 2024)