

Sobia Dar

Front Desk Manager



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📍 Dubai ,UAE

🎓 EDUCATION

MS Clinical Psychology

University of Lahore

2017 – 2019 | Lahore, Pakistan

Masters In Applied Psychology

Queen Mary College

2014 – 2016 | Lahore, Pakistan

Bachelor of Arts (Psychology & Eng Lit)

Queen Mary College

2012 – 2014 | Lahore, Pakistan

🧩 BILLING SOFTWARES

- EPIC
- ECW
- CURE MD
- PRACTICE FUSION
- PRACTICE SUITE
- ANYDESK

📁 PROFESSIONAL EXPERIENCE

Front Desk Manager

Ayk(Pvt.)Ltd.

01/2022 – 12/2024 | Islamabad, Pakistan

- Greet and assist customers visiting the office.
- Handle customer queries related to Zong products and services (e.g., SIM activations, plan upgrades, complaints).
- Provide first-line support for basic technical or billing issues.
- Supervise and manage front desk staff, ensuring efficient performance.
- Train new receptionists or customer service staff on Zong policies and procedures.
- Maintain records of visitor logs, appointments, and meetings.
- Coordinate with other departments for smooth office operations.
- Oversee the cleanliness and organization of the front desk area.
- Assist with service activations, registrations, and customer account updates.
- Manage SIM sales and replacements, verifying customer documents as per regulations.
- Provide information about Zong's packages, promotions, and offers.
- Address customer complaints and escalate unresolved issues to relevant departments.
- Follow up on service delivery issues to ensure customer satisfaction.
- Schedule appointments and coordinate meetings with clients or vendors.
- Answer incoming calls and direct them to appropriate staff members.
- Monitor office supplies and handle procurement requests.

Front Desk Officer

Genesis Health Care Consultants

01/2019 – 08/2019 | Lahore, Pakistan

- Greet patients warmly and assist with the check-in process.
- Guide patients in completing necessary forms and documentation.
- Schedule, reschedule, cancel, and confirm appointments using Avicena software.
- Update and maintain accurate patient records in Avicena.
- Process patient billing and payments efficiently through Avicena software.
- Generate invoices, manage co-pays, and ensure accurate billing for services rendered.
- Verify patient insurance details and confirm eligibility before appointments.
- Address patient inquiries related to billing and insurance professionally.



SKILLS

- Customer Service Excellence
- Communication Skills
- Organizational Skills
- Multitasking Abilities
- Problem-Solving Skills
- Attention to Details
- Time Management Skills
- Proficiency in Office Software: Microsoft Office Suite (Word, Excel, Outlook, etc.).
- Data Entry and Management: Maintaining accurate records and databases.
- Ability to promote services and products effectively.
- Answer incoming calls, direct them appropriately, and relay messages to medical staff.
- Maintain a clean, organized, and welcoming waiting area for patients.
- Monitor patient flow to reduce wait times and ensure efficient clinic operations.
- Notify doctors and nurses of patient arrivals and urgent cases.
- Prepare patient charts and documents needed for consultations.
- Provide excellent customer service and address patient concerns professionally.
- Offer assistance to international or non-native English-speaking patients.
- Follow clinic policies and ensure confidentiality and HIPAA compliance.
- Adhere to administrative and medical protocols for smooth operations.



INTERESTS

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Book Reading • Outings