

## SABIHA MUHAMMAD AHMED

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Experienced and highly talented professional with a distinguished record of academic performance and professional achievements. Dedicated to achieving an organizations goals and surpassing expectation. Committed to consistently delivering quality work with an ability to learn and adapt new and changing procedures. I am a dedicated team player that brings dynamic interpersonal and communication skills, coupled with a problem-solving mindset. Currently seeking a role that requires a step change improvement in the organizations' performance.

### CORE COMPETENCIES

| Leadership & Training | Managed Services | Independent & Self Confident | Communication & Negotiable Skills | Enthusiastic

### CAREER SNAPSHOT

Organization	Designation	Duration
Chughtai Lab	Center Incharge	June 2020 till present
The Radiology Center	Receptionist	Feb 2019-Mar 2020
Community Health Solutions	Counselor	Feb 2017-June 2019
Alam Lab	Medical Receptionist	Feb 2014-April 2015
Mega Currency Exchange	Counter Dealer	May 2011-Nov 2011

### CAREER HISTORY

#### **Chughtai Lab Center Incharge**

**June 2020 – To date**

- To assist manager in dealing with day to day activities on front desk
- To supervise staff duties, performance and concerns
- To ensure ultimate customer satisfaction of customers through effective and timely customer service
- To guide visiting patients and their companions to the concerned official or department
- To attend phone calls to provide appropriate guidance /information to the patients to the patients on phone
- To provide immediate information regarding any problem to the AM/RM and seek information from them regarding and suitable possible solutions.
- To deliver reports to the concerned patients in accordance with guidance of AM/RM or preset protocols of Chughtai Lab after receiving payments.

#### **The Radiology Center Receptionist**

**Feb 2019 – Mar 2020**

- Greet and attend to patients in person and over the phone.
- Assist patients and maintain the logdaily basis
- Answer all phone calls in a professional and courteous manner.
- Schedule appointments between Radiologist and patients.
- Adhere to policy and procedures during all activities.
- Ensure that stock levels are adequate and orders are made timely.
- Communicate medical results to patients under clinical supervision.
- Complete accurate documentation of patient visits.

**Community Health Solutions  
Counselor**

**Feb 2017 – June 2019**

- Monitor Clients and adherence to Tuberculosis treatment
- Promote access to Tuberculosis testing and prevention in the community
- Promote awareness on the availability of Tuberculosis services available in the community
- Conduct regular training and educational sessions with clients and home provider.
- Maintain confidentiality of records relating to patient treatment.
- To screen Tuberculosis patient for mental health condition and identify patient requiring treatment.
- Encourage clients to express their feelings and discussed what is happening in their lives helping them to develop insight into themselves and their relationship.
- Assess patient for risk of depression and special needs
- Assist with admissions/treatment as per agreed protocols.
- Ensure that stock levels are adequate and orders are made timely.
- Communicate medical results to patients under clinical supervision.
- Complete accurate documentation of patient visits.

**Alam Lab  
Medical Receptionist**

**Feb 2014 – April 2015**

- Greet and attend to patients in person and over the phone.
- Professionally assist patients.
- Maintain business inventory such as checking supplies, scheduling equipment and maintenance repairs.
- Booking Appointments for patients visit
- Cash dealing and submit the report daily basis to Lab Manager.

**Mega Currency Exchange  
Counter Dealer**

**May 2011 – Nov 2011**

- Whole Foreign Currencies and Pak rupees handling
- Maintaining All Cash Book
- Monitoring for cash flow
- Manage cash for cash counter dealing
- Monthly review Business MIS and physical Documents
- Follow money exchange rules and regulation
- Co-ordinate interface activities with regulator and external auditors
- Facilities Customer
- Maintaining proper customer MIS
- Co-ordinate with head office according to business
- Co-ordinate with SBP Audit

## **EDUCATION AND COMPUTER SKILLS**

**Bachelor Of Arts (B.A)** from University of Karachi, Pakistan.

- Expert in MS Office (Word, Excel, Outlook and PowerPoint) and Internet Research Techniques.

### **Professional Courses:**

- Family Planning Course (CHS)
- Treatment Of Tuberculosis (CHS)

**Languages:** English and Urdu