

# Manahil Nadeem

Scheduling Coordinator

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## Languages

English

## About

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With a strong background in customer service and technical support, I thrive in fast-paced environments, ensuring optimal client satisfaction. My skills extend to effective communication, problem-solving, and maintaining high standards of client care, making me an ideal candidate for temporary retail roles.

### BRANDS WORKED WITH

MEDTECH SUPPORT (FOR PRIMACARE AZ)

MOXIWORKS USA

## Experience

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- **TECH SUPPORT SPECIALIST**

MOXIWORKS USA | Jan 2023 - Jan 2023

In my role, I excel in live chat coordination with Moxi Works clients, ensuring prompt and effective communication. As an email coordinator for Moxi CRM and website, I streamline communication channels, enhancing client engagement and responsiveness. My proficiency extends to resolving technical issues for clients, offering efficient troubleshooting solutions to ensure seamless functionality and optimal user experience.

- **PATIENT SCHEDULING COORDINATOR**

MEDTECH SUPPORT (FOR PRIMACARE AZ) | Jan 2001 - Jan 2022

I am a highly organized professional with a comprehensive skill set in patient appointment coordination and clinic operations. Proficient in handling in-bound and out bound calls, I excel in scheduling, re-scheduling, and canceling patient appointments while ensuring HIPAA compliance. With a proactive approach, I conduct out-bound calls to schedule future appointments and confirm upcoming ones, minimizing no-shows and optimizing clinic utilization. My effective communication skills extend to answering inquiries, providing office information, and offering timely updates on patient wait times to enhance overall satisfaction. Additionally, I am experienced in utilizing ECW for hands on tasks such as scheduling, documentation uploading, and generating reports for higher management, showcasing a strong foundation in medical administrative responsibilities.

## Education & Training

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2002 - 2022

- **University of Central Punjab**

BS. HONS MICROBIOLOGY,,