Amira Hussain

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Medical receptionist experienced with busy phone lines and appointment systems

Profile

Receptionist with four years' front-desk experience, most recently in a GP surgery serving around 9,000 patients. Handles high call volumes calmly, books appointments accurately on the clinical system and treats every patient's information with strict confidentiality.

Experience

Medical Receptionist, Moorside Medical Practice

Bradford | Jun 2022 – Present

- Answer around 120 patient calls a day, booking, cancelling and signposting appointments on the practice's clinical system.
- Greet patients at the front desk, check them in and manage the waiting room calmly at busy times.
- Process repeat prescription requests and scan incoming letters for the clinical team.
- Follow the practice's confidentiality and information governance procedures for every enquiry.

Receptionist, Lister & Grange Solicitors

Bradford | Feb 2020 – May 2022

- Ran the front desk and switchboard for an office of 25 staff.
- Managed meeting room bookings and visitor sign-in, and prepared rooms for client meetings.
- Handled post, couriers and petty cash, reconciling the petty cash tin weekly.

Sales Assistant, Bloom Street Florist

Bradford | Sep 2018 – Jan 2020

- Took phone and in-store orders, including weddings and funerals handled with care and tact.
- Balanced the till at close and kept the order book up to date.

Education

Level 2 Certificate in Customer Service, Bradford College

Bradford | Sep 2018 – Jun 2019

GCSEs, Belle Vue Girls' Academy

Bradford | 2018

- 7 GCSEs at grades 7–4, including English and Maths

Skills

Front desk and switchboard, Appointment booking systems, Handling difficult calls calmly, Confidentiality and data protection, Microsoft Outlook and Word, Petty cash, Visitor management

Languages

- English (fluent)
- Urdu (fluent spoken)