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Job URL: <https://www.cv-library.co.uk/job/211735589/Medical-Receptionist>



|                        |                                |
|------------------------|--------------------------------|
| <b>Job Title</b>       | <b>Medical Receptionist</b>    |
| <b>Salary/Rate</b>     | £9.50 - £10/hour               |
| <b>Location</b>        | Dudley, West Midlands (County) |
| <b>Posted</b>          | 17/02/2020 (16:03)             |
| <b>Agency/Employer</b> | Pertemps Dudley Industrial     |
| <b>Description</b>     |                                |



Pertemps are currently recruiting on behalf of our client based in Dudley. The client is a large partnership responsible for six health practises within the local area.

The role is for an experienced medical receptionist to work between all six practises in a full time temporary to permanent position.

Your duties will include:

- \* Front of house reception.
- \* Use of computer systems to arrange appointments.
- \* Taking a high volume of calls.
- \* Dealing with prescriptions.
- \* Providing good customer service to all service users.

This is a 30 hour week position , hours of work will vary dependent on which site you will be based from.

If you have the relevant experience and wish to find out more information about this role, please click apply now!

|                        |               |
|------------------------|---------------|
| <b>Job Type</b>        | Temporary     |
| <b>Start Date</b>      | ASAP          |
| <b>Contract Length</b> | On going      |
| <b>Contact Name</b>    | Chloe Dowding |
| <b>Job Reference</b>   | 17022020      |
| <b>Job ID</b>          | 211735589     |



Pertemps  
the face of recruitment  
Job ref: 17022020  
Job ID: 211735589

Nazneen Faryad  
Birmingham  
West Midlands

17<sup>th</sup> February 2020

To Whom It May Concern,

**Re: Medical Receptionist vacancy in Dudley**

With reference to your job vacancy as advertised online, I would like to apply for the medical receptionist vacancy.

Please note that I would be an asset to the company, as I am flexible and have had the experience of working at different locations but with the same company. Also, I will be bringing almost 10 years of experience in this field, therefore not much training would be necessary. Please find enclosed my cv which will give you a much more detailed account of my work experience.

Thank you for your time and consideration in perusing my letter and cv and I look forward to hearing from you soon.

Yours sincerely



Nazneen Faryad  
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# Curriculum Vitae

**Name:** Nazneen Faryad

**Dob:** 27/08/1975

**Mobile:** 07510529133

**Email:** [nfaryad@hotmail.com](mailto:nfaryad@hotmail.com)

## **Introduction**

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I consider myself to be a hardworking, responsible reliable individual; I possess excellent communication skills with the ability to work using my own initiative or as a part of the team, I am friendly, polite, helpful and enjoy working in a customer focused environment, capable of working under pressure and able to meet work deadlines.

## **Key Skills**

- Confident communicator
- Excellent organisational skills
- Flexible and adaptable
- Responsible and reliable
- Touch type at 50wpm

## **Employment History**

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### ***2009 – 2015 Hodge Hill Family Practice – Receptionist/Admin Support***

During my time at Hodge Hill, I not only gained more experience in the day to day running of the surgery using the Vison computer system, but I also trained in phlebotomy and stop smoking cessation. Therefore, I would hold regular smoking cessation clinics and from time to time phlebotomy clinics.

My duties also entailed, being responsible for the bookings and necessary paperwork for the baby immunisations, registering and summarising of all the new patient medical notes, taking minutes at the monthly practice meetings and organising the patient participation group meetings (PPG).

### ***2006 - 2009 Bloomsbury Health Centre - Receptionist/Admin Support***

With this job my duties and responsibilities involved, interacting with patients by listening, understanding and being patient, competent in using the EMIS LV

computer system, dealing with telephone enquiries and bookings appointments. Also booking patient hospital referrals, coding letters and prescriptions on to the computer system, printing repeat prescriptions and scanning letters into patient's electronic records. I also learned to be calm and efficient and not to panic in emergency situations, i.e. when a patient collapsed and also when there were certain aggressive or disruptive patients. I have also attended various Protected Learning Time (PLT) courses organised by Heart of Birmingham teaching Primary Care Trust (HOBtPCT) which include Sexual Health, Choose & Book, Coroner Obstructive Pulmonary Disease (COPD) and Health & Safety (H&S) amongst many others.

***2005- Manpower –West Yorkshire – MOD Call Operator***

Whilst I was a Ministry of Defence call agent, I was responsible for connecting to the relevant emergency services if an incident occurred and responsible for the tracing of soldiers/officers throughout the Military services. All the information was of a very sensitive nature, so confidentiality was essential.

***1999 – 2005 – Asian Wedding Services – Essex – Secretary/ Wedding Planner***

My responsibilities were interacting with customers/clients, selling them various contracts, organising/supervising staff at functions (making sure that things were running smoothly). I also created individual photo albums and video films for each client, handling telephone enquiries/bookings and dealings with large amounts of money. I was responsible for the booking of entertainment and also in charge of the opening and closing of the office.

***1988 – 1999 – Eurospex (opticians) – Birmingham – Managing Reception***

My duties included customer service, (liaising with customers and patients), dealing with enquiries checking patients PD and filing. I was also responsible for soldiering patients frames (fixing them if they were broken or misshapen) handling petty cash and opening and closing the premises.

**Education and Training**

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**2019 to present – University of Wales Trinity St David**

- Certificate in Higher Education, Employability Skills

**March 2008 Platinum Training- Work based**

- NVQ Level 2 Customer Service

**March 2006 – Platinum Training – Albany House Birmingham**

- Health and Safety Executive Appointed Person
- First Aid Certificate

**March 2006 – Platinum Training – Albany House Birmingham**

- Chartered Institute of Environmental Health  
Foundation Certificate in Food Hygiene

**March 2006 – Platinum Training – Albany House Birmingham**

- Chartered Institute of Environmental Health  
Foundation certificate in Health and Safety

**1997 – 1998 –In- Comm. Training Services**

- Credits 1 & 2 in Initial Counselling

**1996 – East BIRMINGHAM College – Birmingham**

- NVQ Level, 1,2 & 3 in Business Administration
- Medic First Aid Basic

**Hobbies and Interests**

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During my leisure time I like to spend quality moments with friends and family, enjoying movies and going out for meals. I am a great lover of books, as I adore gaining knowledge by reading various kinds of literature and I can spend hours browsing in book shops or the library. When the opportunity occurs, I also enjoy travelling and exploring different countries and the rich history they hold.

**Additional Information**

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Throughout my various employments I have gained the confidence and experience of dealing with the public. I feel that I have confident communication skills, learned to be cool and calm in tricky and/or difficult situations (aggressive clients), I have the ability to work under pressure and I have an excellent telephone manner, I present a professional image and I also possess a strong sense of loyalty. I am of a cheerful disposition and I enjoy meeting people.

**References will be available upon Request.**