



Mohamed Ibrahim Eldesoky Ezzat

OPD Coordinator | Healthcare Administration Professional

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PROFESSIONAL SUMMARY

Results-oriented professional with extensive experience in administration, customer service, and coordination within the healthcare and retail sectors. Proven track record as an OPD Coordinator and Senior Receptionist, demonstrating exceptional communication skills and the ability to manage complex operational tasks under pressure. Seeking a challenging position in a reputable organization to leverage a diverse background in law, management, and healthcare operations.

PROFESSIONAL EXPERIENCE

Zamzam Hospital — Alexandria, Egypt

OPD Coordinator

July 2025 – Present

- Streamline outpatient department operations to ensure efficient patient flow and high-quality service delivery.
- Coordinate between medical staff and administrative departments to resolve operational bottlenecks.

Senior Receptionist

January 2025 – July 2025

- Managed front-desk operations, ensuring professional first-point-of-contact services for patients and visitors.
- Handled complex scheduling and addressed patient inquiries with a high level of professionalism.

Sahla Hospital — Egypt

Senior Clinics / Clinic Reservation Employee

2021 – 2024

- Oversaw clinic reservations and patient registration processes, improving overall booking efficiency.

Ulker Company

Sales Representative

2020 – 2021

- Represented the brand and managed client relationships to drive regional sales targets.

Seef Pharmacies

Accountant / Cashier

2018 – 2020

- Managed financial transactions and maintained accurate accounting records for retail operations.

Burj Al Arab Airport

Supervisor

2013 – 2018

- Supervised daily operations and staff to ensure adherence to safety and service standards within the airport environment.

EARLIER CAREER

- Gift Store Manager (2012 – 2013)
- Lawyer — Pepsi Company (2010 – 2011)
- Photoshop Designer — Saudi Arabia (2011 – 2012)
- Clothing Store Manager (2008 – 2010)

EDUCATION

Bachelor of Law

Tanta University | Graduated 2009

SKILLS

Technical Skills ICDL Certified | Adobe Photoshop | Advanced Internet Research

Languages Arabic (Native) | English (Good)

Soft Skills

Communication | Team Leadership | Problem Solving | Persuasion | Customer Service