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**Mohammad Anis Tannir**

**Lebanon-Beirut**

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**Phone number: 96170631920**

**\*Career objective**

To build career in a growing organization, where I can get the opportunities to prove my abilities by accepting challenge, fulfilling the organizational goal and climb the career ladder through continuous learning and commitment.

**\*Education**

Bachelor in business management and hospitality in AUL University in Lebanon Beirut.

**\*Experience**

**-Supervisor Patient service**

At Clemenceau medical center

April 2011

To Present

Lebanon

• Clemenceau medical center Maamari street-hamra
April 2011 - present
Company website: www.cmc.com.lb
Job title: Supervisor patient service

-Lead, coach, and develop representatives to ensure patient phone calls regarding medical billing receive excellent patient service
-Drive improved client satisfaction scores for team client base
-Understanding of patient billing and insurance statements
-Assisting representatives with questions on billing policies and procedures
-Working knowledge of processing credit card payments and checks
-Ensure accounts receivable follow up is done in a timely manner
-Lead a team of Patient Service Representatives, Billing Office Assistants and Special Projects
-Accountable for team success and productivity
Implement performance improvement plans
-Monitor incoming calls and provide feedback to Patient Service Rep
-Take supervisor calls from patients
-Respond to clients both verbally and by email regarding any billing calls

**-Waiter, Room service**

At Movenpick Hotel and Resort

December 2009

To April 2011

Lebanon - Beirut

-Set tables, trays according to type of food ordered and the hotels service standards.
-Accurately records, pre-checks and picks-up all food and beverage orders.
-Check in with guests to ensure satisfaction with each food course and/or beverages.
-Responsible for cleaning and removing the trolleys/trays from guest rooms and corridor.
-Serves guests their food and beverage in prompt, courteous manner as per the standard sequence of service.
-Check with the guest regarding the satisfaction of the meal.
-Report guest complaints immediately to the supervisors and ensuring follow up is performed with the guest.
-Maintain cleanliness of work areas, chinaware, glassware, etc., throughout the day.

**-waiter**

At Platinum

June 2008

To August 2008

Lebanon

• Platinum comet dawra-lebanon
summer of 2008 Job title: waiter
-a catering company
- team work to get a good service

**\*Personal profile**

Name: Mohammad anis Ibrahim Tannir

Date of birth: 1/1/1991

Male

Nationality: Lebanese

Marital status: single

**\*hobbies:**

Football and swimming

**Reference:**

 available on request