

## **Objectives:**

1. Build a strong career in Health Administration.
2. Gain experience in my field.
3. Invest myself in something worthy.
4. Learn new things.

## **Education and Certification:**

- Diploma in Hospital Administration; IPA (Institute of Public Administration), Riyadh, Saudi Arabia  
Graduated 02-01-2020 with a GPA of 4.66/5
- Certified Health Management technician; by SCHS (Saudi Commission for Health Services).
- Microsoft Office capable (based on IPA education, as well as personal experience).

## **Practical experience:**

- In Health Administration:  
KFMC (King Fahad Medical City), Riyadh. Worked two months (training), in seven departments:
  1. Bed Management Managing bed assignments.
  2. Medical Reports Printing and certification of medical reports, radiology results and lab results.
  3. Case Management Acting as facilitator between doctors and patients' families.
  4. Appointments Setting appointments based on Doctors' instructions and patient needs.
  5. Clinic Management Coordinating outpatient clinic activities.
  6. Care Plan Coordination; Contact with patients by cell phone to conform their appointments in Day care unit
  7. Information Desk Managing sick leave certificates for patients/companions, guiding patients and visitors, printing appointment notifications...etc.
- In Sales and Customer Service:
  1. Excite Electronics; Three months (summer), as Mobile Phone sales representative, assisting customers in product selection and usage, and handles pricing updates.
  2. FlyNas Airlines; Three months (summer), as call center agent, assisting customers with reservation creation, payment, and management.
  3. Lebara Mobile; Three months (summer), as call center agent, assisting customers with package selection and problem resolution.

## **Personal Traits:**

1. Team player; I enjoy team environments where a mutual exchange of ideas makes the total outcome greater than the sum of parts.
2. Enthusiastic Learner; I seek knowledge wherever I can find it. I am also a fast learner.
3. Punctual; I value my own time, as well as that of others.
4. Well anchored; I work well under pressure.
5. Sociable; I like to interact with other people
6. Can do attitude; I believe most anything is possible using the proper resources.

## **Languages:**

- Arabic: Native, Excellent verbal, presentation, and report writing skills.
- English: Excellent working English; verbal and report writing skills.