

# Faisal Saqer AL-Roqi

Riyadh, Saudi Arabia  
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## CAREER OBJECTIVE

To perform credibly in the fast paced, performance driven environment and have an opportunity to demonstrate the necessary knowledge, skills and attitude to successfully operate in today's competitive world of business and to work with an organization, which provides me with challenging opportunities, offers learning, growth and values creativity and dedication.

## PROFESSIONAL EXPERINCE

**July 2019 Current: Security Forces Hospital Program, Riyadh.  
Health Information Management Technician.**

- Ensure quality of archived patients medical records
- Reporting of monthly productivity sheet
- Maintain patients medical record from loses or misuse
- Process of physician clearance
- Prepare patient medical records for physician signature
- Analyze of patients medical records to determine deficiency

**April 2017- July 2019: Prince Sultan Bin Abdelaziz Humanitarian City, Riyadh.  
Patient & Family Rights Officer.**

- Ensure all international and national standards of patient rights are met
- Analyze monthly complaints sheet for any opportunity for improvements
- Surveying patients those have served for their satisfaction
- Educate staff and patients about patients and family rights
- Provide report about satisfaction rate and resolved complaints for Quality management dep.
- Document patients complaints in excel sheet

## TECHNICAL CERTIFICATE

- Mini MBA
- ACH Certified Patient Experience professional
- Fundamentals of Quality & Patient Safety

## OTHER SKILLS

**Computing:** Microsoft word, Excel, PowerPoint and outlook

**Languages:** Arabic (First language), Excellent in both spoken and written English

## EDUCATION

**2022 (Expected date): Saudi Electronic University, Riyadh, Saudi Arabia**  
Bachelor in Health Informatics.

**2017: Institute of Public Administration, Riyadh, Saudi Arabia**  
Diploma in Hospital Administration, GPA : 4.51 out of 5

## REFERENCE

Available on request