

MOHAMMED ALSAKKA

PATIENT RECEPTIONIST | ADMINISTRATIVE OFFICER

A competent professional with Diploma – Hospitals Management from Institute of Public Administration; acquired one year of professional exposure in driving administrative excellence through utilizing effective communication and presentation skills.



Profile Summary:

- **Demonstrated strengths in managing clerical services, maintaining** as well as archiving medical records, greeting and empathizing patients whilst handling reception duties.
- **Efficient in performing patients services duties**, including complaint rectification via telephone and in-person.
- **Trust Worthy as a fully contributing**, and accountable team member having creative, logical and analytical approach.
- **Skilled in data entry activities**, conducting and coordinating cross functional departments, and efficaciously working with Hospital Information Systems.
- **Focused and hardworking**, holds exceptional abilities of working under extremely **pressured environment** and interfacing as well as comfortably **communicating with people from multicultural backgrounds**.
- Accredited member of **Saudi Council**.
- **Computer proficient**.
- Fluent in **English language**.

Work Experience:

May 2019 – Apr 2020

Al Sarah Hospital as Patient Reception (Training)

Key Responsibilities

- Scheduled patient's appointments as well as answered phones and emails with the accountability of creating patient records.
- Maintained seamless coordination with Doctors and Nurses, addressed patient queries, ensuring to achieve high standards of satisfaction.
- Interfaced with patients, updated and maintained patients' health records.
- Facilitated support in completing initial paperwork, fixing schedules and processing insurance claims in compliance with law requirements.
- Contributed in monitoring the progress of hospital by maintaining up-to-date records of office expenses and costs.
- Improved overall efficiency by supervising the distribution of mail and internal publications of the institution.

May 2019 – May 2019

King Fahad Medical City as Administrative Officer (Training)

Key Responsibilities

- Managed activities as assigned in the field of office workings, administration, facilities management, and general management.
- Drove significant efforts in meeting corporate, individual and medical service standards coupled with occupational help, safety and environmental responsibility standards
- Gained understanding in handling administrative matters, ensuring appropriate implementation of administrative policies.



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Skills:

- Administration
- Medical Record Management
- Billing and Invoicing
- Service Management
- Reporting/Documentation
- Health, Hygiene and Safety
- Empathy/Compassion
- Patient Education
- Liaison and Coordination

Education:

- Diploma - Hospitals Management, Institute of Public Administration, GPA 4.26/5, 2019.

Training Courses:

- Computer Skills Course, Proonline Academy, Jun 2020
- Infection Control Certificate, Saudi Red Crescent Authority, Apr 2020
- English course, 3 Levels in English, Al Khaleej Training and Education Institute, Feb 2020.
- Excellence in the Work Environment and Importance of Professional Certificates, as well as Limitless Ambition, Institute of Public Administration, Apr 2019.
- General Staff Orientation, Ministry of Health, King Fahad Medical City, Mar 2019.
- Behavior Skills for the development of Positive Thinking, Institute of Public Administration, Mar 2018.
- Change Methodology and Self-Development, Institute of Public Administration, Feb 2017.