

16 professional experience in operation management. Proven leadership abilities in team and performance management, client relationships with excellent skills in developing and maintaining effective communication across the organization.

EDUCATION

Business Administration King Faisal University.

2016 - 2020

Sales Administration Diploma. Institute of Public Administration.

09/2002 - 04/2005

WORK EXPERIENCE

Registration supervisor Royal Commission Health Services Program.

08/2008 - Present

Jubail.

Achievements/Tasks

- Responsible for submitting daily report of the progress of daily activities and statistics.
- Responsible for coordination and supervision of the registration and scheduling staff across the hospital.
- Ensure effective workflow by monitoring performance and ensuring proper patient experience protocols are followed.
- Train and delegate responsibilities to new and existing staff as needed, and schedule staff training opportunities.
- Responsible for the annual performance appraisal.
- Perform other duties as required/assigned.

Receptionist Samama company operation and management.

06/2005 - 08/2008

Jubail.

ACHIEVEMENTS

Assigned as a Consultant for the launch of BestCare system in Yanbu medical center.

Assisted the IT department to design and implement the Registration and Scheduling dashboard to reflect the department's KPIs.

Developed an online employees leave schedule accessible by supervisors to ensure effective workflow.

Started "employees recognition program" which rewards staff with the highest monthly productivity.

Played a major role in the restructuring of the Contact Center Unit.

Assigned as "Super User" of Wateen Clinical System. (health services program - Jubail)

TRAINING & CERTIFICATES

Project management professional - 35 hours

Project champions academy. 06/2020

Project risk management - 40 hours

Project champions academy. 05/2020

Business communication skills.

Leoron institute. Accredited by TVTC. 11/2019

Microsoft Excel Advanced.

Royal Commission hospital. 10/2018

Complaints and Ways to Deal with It.

Royal Commission hospital. 09/2016

Work Planning Skills

Royal Commission hospital. 05/2016

Work stress Management.

Royal Commission hospital. 04/2016

Time Management and Priorities.

Royal Commission hospital. 11/2015

Basics of Management.

Royal Commission hospital. 12/2013

Professionalism at workplace.

Royal Commission hospital. 03/2013

Principles of Effective Supervision.

workshop. 02/2012

SKILLS

Effective communication skills.

Teams management and engagement.

Problem solving and making decisions promptly.

Preventing and resolving conflict.

LANGUAGES

Arabic.

Native or Bilingual Proficiency

English.

Full Professional Proficiency