

# HUZAIF MUHAMMAD SWADIQ

Patient Administrator | Customer Service Professional | UAE-Based

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## Professional Summary

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Results-driven professional with over 10 years in patient services, administrative support, and healthcare service delivery. Skilled with patient registration, handling inquiries, providing accurate information, and ensuring exceptional service experience. Experienced in coordinating with multidisciplinary teams, managing high-volume communications, and delivering solutions that enhance patient satisfaction and operational efficiency. Strong verbal and written communication, excellent multitasking, and time-management skills, with proven ability to perform accurately in fast-paced clinical environments.

## Core Competencies / Skills

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### Technical & System Skills

- Advanced computer literacy with strong proficiency in Microsoft Office
- Extensive experience with hospital information systems and patient management software
- Accurate patient registration, data entry, and records management in compliance with internal policies

### Patient Care & Communication

- Excellent verbal and written communication skills with patients, families, and clinical teams
- Strong patient service, customer care, and problem-solving abilities
- Demonstrates empathy, patience, professionalism, and strict confidentiality at all times
- Proactive, approachable, and patient-focused with a professional appearance
- Ability to remain calm, courteous, and effective in high-pressure healthcare environments

### Organizational & Operational Skills

- Strong multitasking and time-management abilities in fast-paced health settings
- High attention to detail and accuracy in patient documentation and scheduling
- Multitasking, highly organized and active listening ability in a multicultural settings
- Effectively manages frequent interruptions and adapts to changing priorities
- Flexible with shifts and operational requirements

## Work Experience

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### Patient Administrator

Jan 2022 – Aug 2025

### Al Abeer Hospital – Abu Dhabi, UAE

#### Key Responsibilities & Achievements:

- Delivered professional, empathetic, and patient-focused front-office services to patients, families, and VIPs, consistently maintaining high levels of guests' satisfaction in a high-volume outpatient environment.
- Accurately managed patient registration in HIS using Emirates ID and verified documentation, reducing data entry errors and minimizing insurance and registration discrepancies.
- Streamlined outpatient appointments through proactive scheduling, confirmations, rescheduling, and cancellations, improving clinic efficiency and reducing no-show rates.

- Assisted hospital administrators and management in operational reporting, workflow optimization, and compliance monitoring, contributing to informed decision-making and service improvements.
- Maintained accurate patient files, handled insurance and billing inquiries, and supported staff training, ensuring adherence to hospital policies, UAE healthcare regulations, and JCI standards.
- Contributed to quality improvement initiatives and patient experience programs, enhancing overall hospital performance and aligning operations with international healthcare standards.

**Patient and Customer Service Officer**

**Nov 2014 – Dec 2021**

**Accra Regional Hospital – Accra, Ghana**

**Key Responsibilities & Achievements:**

- Managed appointment bookings, confirmations, and follow-ups to optimize patient flow and reduce waiting times.
- Maintained accurate patient and departmental records, supporting efficient operations and compliance with hospital standards.
- Assisted in resolving patient complaints, ensured compliance with clinic policies, and contributed to service quality initiatives.
- Managed incoming communications, including mails, memos, and announcements, ensuring timely dissemination to relevant departments.
- Assisted in training new staff on patient reception, insurance billing, and service protocols to enhance patient satisfaction and operational efficiency.

**Education / Qualifications**

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**Master of Arts in Diplomacy and International Affairs**

**Aug 2025 - Deferred**

Zayed University – Abu Dhabi, UAE

**Bachelor of Science in Business Administration**

**2018 – 2020**

Ghana Communication Technology University – Accra, Ghana

**Higher National Diploma in Accounting**

**2010 – 2013**

Accra Technical University – Accra, Ghana

**Volunteer & Community Engagements**

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- UAE Volunteers (ID: V445447) 2022–Present
- “We Are All Police” – Abu Dhabi Police Initiative (ID: AD39033) 2025–Present
- “Let’s Preserve the Beauty of Our City” Initiative May–Jun 2025
- Dubai Police Winter Courses – Student Coordinator Dec 2024
- Asian U20 Athletics Championships – Protocol & Logistics Apr 2024
- Dubai Metro – Revenue Protection Ambassador 2023–2024

**Additional Information**

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**Languages:**      **English:** Proficient                      **Arabic:** Beginner

**References:**      Available upon request