

Memoona Altaf

Healthcare Operations/ Management/ Services/ Administration

Dubai, Dubai, United Arab Emirates

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PROFESSIONAL SUMMARY

Keenly Focused working within healthcare sector with 14 years of experience and a proven knowledge of workflow prioritization, Supervise the Non- Medical Staff, report generation and analysis, productivity and performance management.

Offering 6 years of progressive leadership experience across various Healthcare industries.

Seeking challenging opportunity to use excellent problem-solving skills to automate processes and drive operational efficiency.

Aiming to leverage my skills and abilities to successfully meet up the suitable role at your prestigious organization. Continuously gaining insights in the medical field and management.

PROFESSIONAL EXPERIENCE

06.2022 - Present

Corporate Operations Team Member

Al Futtaim Group (Health Hub)

, Dubai, United Arab Emirates

- Assist Line Manager to make improvements and implement required changes
- Achieve agreed personal targets and assist Line Manager to achieve team targets
- Scheduling the Appointments for Chronic Disease Management Program, Coordinate with doctors and Liaison with nurses regarding the rescheduling and services concerns,
- Ensure compliance to relevant codes, legislation, and procedures including health and safety
- Maintain accurate records/documentation associated with department work
- Immediately report problems/failures that may impact on the organization set KPIs
- Efficiently Contribute towards the smooth running of the team
- Responsibly use resources and control expenses to meet agreed budgetary controls
- Interact and co-operate with all members of the organization, its suppliers and clients/customers
- Analyzed operational improvements against KPIs to measure progress.
- Collected, organized and input information into databases for storage.
- Analyzed and tracked data to prepare forecasts and identify trends.
- Facilitated strategic decision-making by creating detailed reports across multiple data axis.
- Made actionable recommendations after analyzing and interpreting data from different sources.
- Collaborated cross-functionally with diverse teams in cleaning, assessing and interpreting data.
- Defined and documented system specifications for data capture, storage and analysis activities.
- Analyzed business' current work practices to recommend improvement action.
- Validated systems to assess needed improvements and recommend options for closing gaps and enhancing functionality.

04.2015 - 05.2021

Team Leader Patients Relation Executive/ Patient Experience/ Clinic Admin
PRIME HEALTHCARE GROUP
, Dubai, United Arab Emirates

- Greeting patients and welcoming visitors, in person on the telephone answering patient's queries or referring inquiries
- Delivered quality service with friendly and professional demeanor.
- Tactfully handled complaints from staff, management and clients using excellent problem-solving and dispute resolution skills.
- Closely monitored team performance by conducting observations and tracking key metrics, identifying and managing underachievers appropriately.
- Served as customer service team lead, enforcing company policies, answering co-workers' questions and training new staff.
- Resolved complex customer enquiries, disputes and complaints.
- Monitored operations to ensure employees followed relevant procedures and worked towards defined Key Performance Indicator (KPI) targets.
- Staff meetings to delegate tasks, assign workloads and communicate changing priorities.
- Oversaw stock control to maintain sufficient inventory levels and minimize waste.
- Maintained excellent employee relationships by cultivating a supportive, positive and helpful working environment.
- Evaluated team performance and provided constructive feedback to improve daily goal achievement.
- Assisted with team recruitment, interviewing and onboarding.
- Monitored staff performance and developed improvement plans.
- Working closely with other departments like HR, PR, Finance, Insurance, Quality, Marketing, Facility, IT etc. and one-point contact person between the departments and team members.
- Managed organizational resources to meet administrative and operational needs whilst adhering to budgetary guidelines and meeting quality and schedule demands.

07.2009 - 01.2015

Front Desk Executive/ Assistant Operation Manager
Ali Medical Centre
, Islamabad, Pakistan

- Greeting patients and welcoming visitors, in person on the telephone answering patient's queries or referring inquiries.
- Ability to guide and provide patients services on accurate manners.
- Maintain files and records of patients/customers into MS excel as well as into software MEDIX
- Clear communication and coordination with the patients, managing patients follow up
- Ensure patients satisfy them for their treatments
- Inventory management of reception/front desk
- Maintain records of services and prepare records of analysis and comparison.
- Liaise on with directly to customer and consultants
- Maintain office folders (official's correspondence) for easy referencing

- Managing telephone calls a make appointments consultants as well as for customers
- Dealing with customers and provide guidance and resolve the issues.

EDUCATION

01.2013 - 12.2015

MBA in HRM

Bahria University, Islamabad, Pakistan

AWARDS

03.2016

Best Employee for the Month (Twice)

Prime Healthcare Group

PROJECTS

Corporate Clients Dashboards and Analysis

HealthHub

SKILLS

Technical Skills - MS OFFICE, Dynamics D365, OUTLOOK, Zoom/ Teams for Meetings, Social Media Platforms, MEDIX/HIS Software, Data Analyst (Tableau, PBI)

Language Proficiency - English (Reading, Writing, Speaking), Urdu (Reading, Writing, Speaking)

Interpersonal Skills - Team Player, Interpersonal Skill

Problem-Solving Skills - Problem Solver

Organizational Skills - Strong Organizational Skill, Time Management, Proactive and Focused

REFERENCES

References will be furnished upon request.