

**Syeda Amtus Sana**  
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### **Objective:**

Dedicated and compassionate Patient Pathway Coordinator with a profound understanding of healthcare systems. Leveraging a background in patient advocacy and a commitment to improving healthcare experiences with a master's degree. Seeking a fulfilling role in Dubai, where I can contribute to streamlining patient journeys, administering and optimal care coordination, and promoting positive outcomes, while continuously advancing my skills in a challenging and growth-oriented environment.

### **Core Skills:**

- Healthcare administration & patient pathway navigation (RTT pathways, Cerner, Soliton).
- Excellent leadership, communication, and interpersonal skills.
- Billing procedures & claims coordination
- Experienced in managing VIP patients with strict confidentiality, professionalism, and discretion
- Strong knowledge of Good Clinical Practice (GCP), patient confidentiality, data protection, and ethical healthcare standards
- Microsoft Office 365 (Teams, Outlook, Excel, SharePoint)
- Salesforce CRM certified, SQL, Power BI, Google Maps GIS Atlas
- Verbal & written communication skills in English.
- Ability to make informed decisions under pressure and solve complex problems.
- Proficient in using healthcare management software and technology.
- Attention to detail & accuracy in medical records
- Handling high-pressure and fast-paced environments
- Excellent telephone etiquette & patient interaction
- Creative problem-solving and workflow optimization

### **Education Qualification:**

Master's in computer science (MSc- UEL) London | Jan' 2020 – Jan' 2022  
Bachelor of Technology (B. tech - JNTU) India | Jan' 2009 – May 2013

### **Volunteer Experience:**

Supremum's (Salesforce CRM Administrator) Nov' 2022 – Jan' 2023  
Hayes Vaccination Centre Mar' 2021 – Oct' 2021

### **Employment History:**

**London Northwest University NHS trust: St. Marks Hospital**  
**2WW Patient Pathway Navigator, London, UK: Dec'2023-April'2025**

#### **Responsibilities:**

- Coordinate colorectal referrals through a single point of access to the Trust and booking of appointments as required.
- Assess the referrals and ensure all relevant information is present and where further information is required to coordinate its timely collation.
- Maintain accurate and confidential patient records in line with the hospital policies.
- Working alongside Pathway Admin Support Officers to be a single point of liaison for referrals, booking and coordination of patient test preparation.
- Working seamlessly with the GI project team providing early detection of problems.
- Access and input confidential patient information through integrated databases in

accordance with the agreed policy and procedure.

**Imperial College Healthcare NHS Trust: St. Mary's Hospital  
Clerical Coordinator, London, UK Jan' 2023 – Dec' 2023**

**Responsibilities:**

- Provided comprehensive and quality administration service to the MRI (Imaging) department by managing and prioritize their workload liaising closely with the other administration staff.
- First point of contact to the patients, consultant medical staff and visitors to the department.
- Book and cancel patient transport for future appointments where necessary.
- Checking patients and DNA patients.
- Deal with queries from GPs, doctors, and other departments.
- Assisted in producing ad hoc reports and in project work.
- Assisted in providing medical staff with an excellent outpatient service to maintain and increase existing business and encourage new business.
- Attend training and development as required.

**Wipro Technologies:**

**Senior Associate (Dec'2017 – Dec'2019)**

**Responsibilities:**

- Create new user accounts and assigned profiles as per their role in role hierarchy.
- Involved in routine admin tasks such as user setup and role creations and uploading bulk data using data loaders.
- Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns.
- Manage all reports and dashboards available within Salesforce, making sure they are up to date, correct, and relevant.
- Creating business requirement documentation based on customer feedback and validating with stakeholders.
- Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound Messages.

**GlobalLogic Technologies Ltd:**

**Solution Analyst (Jan'2016 – Feb'2017)**

**Responsibilities:**

- Closely worked with Client Google in developing map technology.
- Analyzing and fixing the issue accordingly.
- Worked on the Atlas tool with specific issue classes each day which goes live on Google maps.
- Worked on high priority issues if required to solve the issues as early as possible apart from the regular day-to-day job role.
- Performed Quality Analysis of the issues fixed by the new team members.  
Responsibilities include Test planning, test case management as per the functionals specifications and test execution and reporting the test status metrics to management and work with development to track, escalate and resolve defects.