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| |  |  |  | | --- | --- | --- | |  |  | **Ibrahim** **Ewaysi** |  |  |  |  |  | | --- | --- | --- | --- | |  | **Professional Summary**   |  |  | | --- | --- | |  | Observant and detail-oriented in monitoring and improving production activities. Adaptable Document Controller offering background in process improvements and document preparation. Dependable professional with exceptional computer talents. | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Work History**   |  |  | | --- | --- | | 2019-01 - 2021-02 | Quality Control and Risk Management Supervisor  Elegance Medical Center, Alain, Abu Dhabi   * Supervised and directed quality control personnel through effective mentoring, coaching and work delegation. * Supported audits and led teams to fully investigate quality control processes and root out deficiencies. * Followed quality standards and procedures to minimize errors and maximize customer satisfaction. * Trained workers in different departments in improved procedures designed to enhance quality and eliminate errors. * Reported on short- and long-term trends in production to help management make proactive decisions. * Devised hiring and recruitment policies for 50-employee company. |  |  |  | | --- | --- | | 2015-01 - 2018-12 | Quality Control and Risk Management Analyst  Victor Valley Global Medical Center, Victorville, CA   * Identified and resolved variances to bring products in line with requirements. * Developed monthly, end-of-quarter and other statistical reports, including analysis for leadership team and for quality improvement program outcomes studies. * Provided regular updates to team leadership on quality metrics, communicating consistency problems or production deficiencies with quality and production leadership. * Inspected raw materials and finished products to verify quality and disposed items that did not meet safety requirements. |  |  |  | | --- | --- | | 2013-02 - 2015-01 | Front Desk Receptionist  VICTOR VALLEY GLOBAL MEDICAL CENTER, Victorville, CA   * Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel. * Directed incoming calls to internal personnel and departments, routing to best-qualified department. * Greeted guests at front desk and engaged in pleasant conversations while managing check-in process. * Reported facility and room maintenance problems to appropriate personnel for immediate remediation. * Maintained files and records by implementing effective filing systems that boosted efficiency and organization. | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **Education**   |  |  | | --- | --- | | 2008-02 - 2012-06 | Bachelor of Science: Health Care Management  Philadelphia University - Jordan |  |  |  | | --- | --- | | 2014-02 - 2015-03 | Associate of Arts: Business Administration  Victor Valley College - Victorville, CA | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Certifications**   |  |  | | --- | --- | | 2011-02 | Safety management in hospital |  |  |  | | --- | --- | |  | Chronic Disease management |  |  |  | | --- | --- | |  | Core Communication |  |  |  | | --- | --- | |  | Healthcare Inc. Standards |  |  |  | | --- | --- | |  | Fraud Waste Abuse |  |  |  | | --- | --- | |  | HIPAA Training. |  |  |  | | --- | --- | |  | Osha University of California |  |  |  | | --- | --- | |  | EPA Universal | | |  | |  |  | | --- | --- | |  | **Contact**  Address  Dubai, Abu Dhabi, 00000  Phone  +971 56 661 2634  E-mail  iewaysi@aol.com  WWW  https://zety.com/profile/ibrahim-ewaysi/316 |  |  |  | | --- | --- | |  | **Skills**    Osha Standards and Codes      Document Control      Quality Improvement      Policy Renewals      Processes and Procedures      Occupational Safety      Administration      Verbal and Written Communication      Preventative Measures      Patient Safety      Patient-focused quality service |  |  |  | | --- | --- | |  | **Languages**    Arabic    Excellent | |

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