

Samaa Hamed Attya



Experience

Aug 2021– Present | Clinic Manager | Aster DM health care

Job responsibilities:

- Handling three branches' clinics in, Dubai (Aster warqa medical center ,Aster ortho warqa & Aster beauty clinic warqa) and sharjah (aster sweihat medical center).
- Directs 105 staff members and responsible for receiving clinic complaints and feedbacks.
- Plan monthly budget plus preparing yearly budget expectation.
- Closing clinic store monthly with proper consumption and IBT.
- Facility management Audit
- Close monthly revenue for the clinic.
- problem solving skills (attending 3 seminars for skills improving)
- Ensure safety control in my units -Doing monthly audit in other units
- Do interviews for new staff.
- Responsible of planning for the clinic marketing.



Dubai, UAE



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Employment Visa

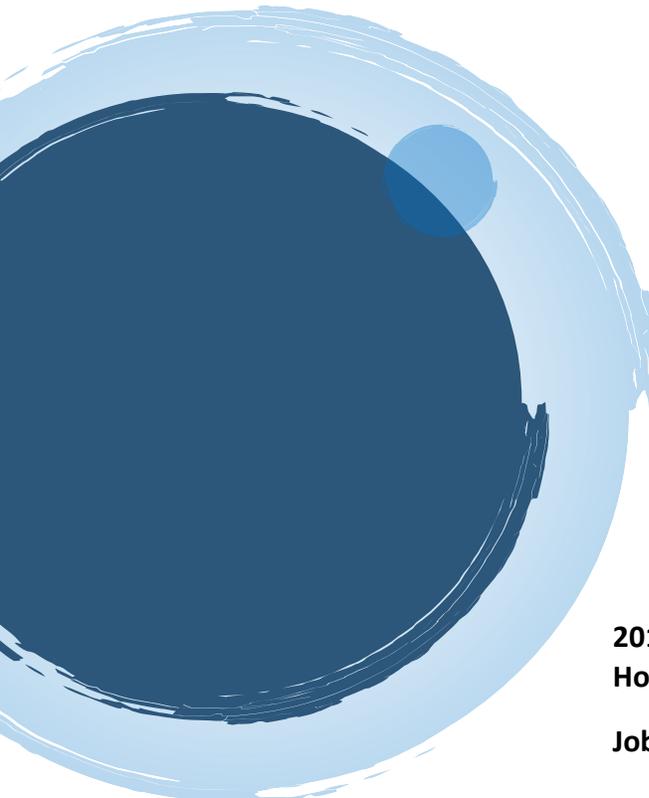


Egyptian

Jul, 2019 - Aug 2021 | Clinic Manager | MAGRABI Eyes and Ears Hospital (UAE)

Job Responsibilities:

- Oversee the daily operations of outpatient.
- Provide administrative support and oversee the hiring and training of staff members.

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- Liaise with patients and healthcare doctors and coordinate patient care plans.
 - Plan and manage the clinic's budget and approve payroll.
 - Perform quarterly and annual employee reviews and provide constructive feedback on their performance to help them meet professional goals. - Ensure that all policies and procedures function in accordance with UAE laws.

2018 – 2019 | Reception in charge | MAGRABI Eyes and Ears Hospital (UAE)

Job responsibilities:

- Responsible for meeting patients and arrange for appointments, insurance claims, reimbursements & other patient related requests.
- Identifying patient medical statuses to communicate with the proper section.

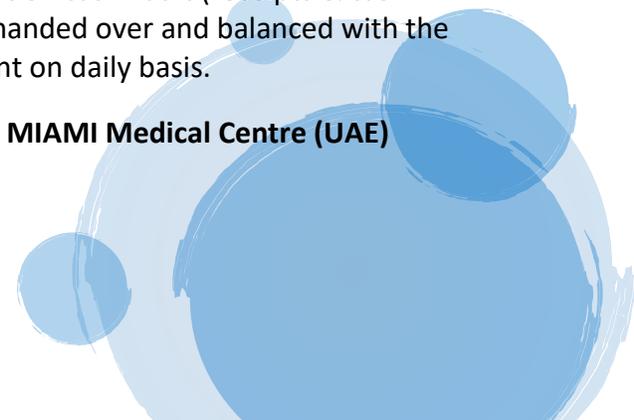
2016 - 2017 | Customer service - in patient at MAGRABI Eyes and Ears Hospital (UAE)

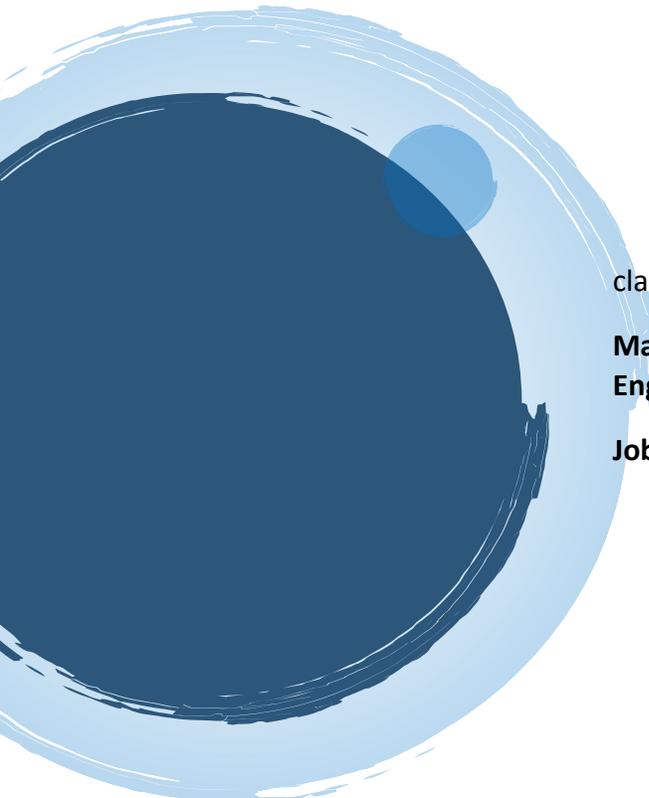
Job responsibilities:

- Communicate with different insurance companies and keep updated with all changes of rules or process.
- Periodically following up with patients to make sure about satisfaction level and as a follow up if required.
- Responsible for arrangements of different modes of payments with patients (Insurance, Cash, POS & Reimbursement).
- Responsible for Reception cash vault (receipts & cash in hand) which is being handed over and balanced with the accounting department on daily basis.

2013 – 2014| Receptionist | MIAMI Medical Centre (UAE)

Job responsibilities:





Meeting patients and arrange for appointments, insurance claims, reimbursements & other patient related requests.

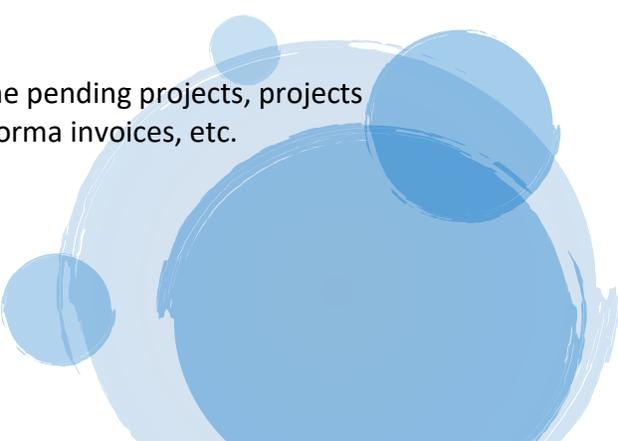
Mar 2013 – Sep 2013 | Executive Secretary | Royal Palace for Engineering Consultancy (UAE).

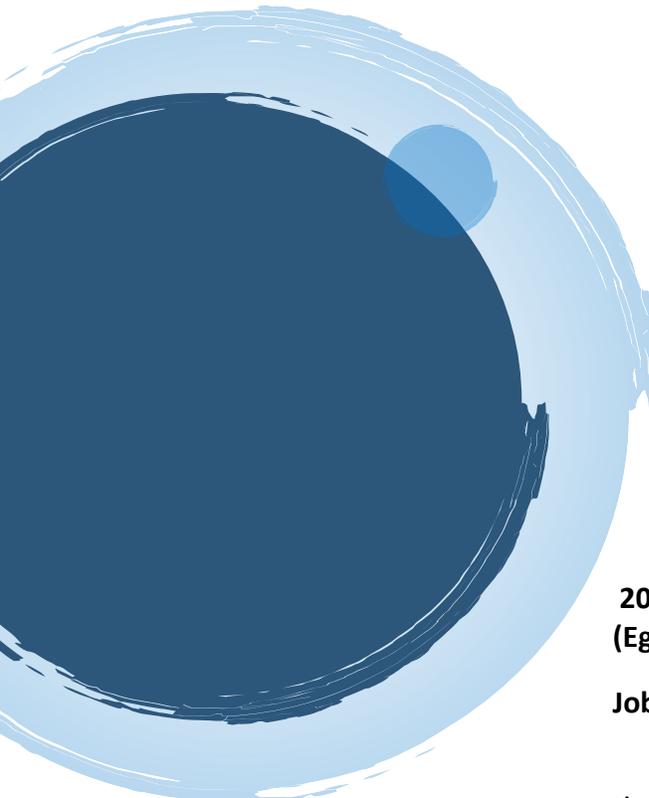
Job responsibilities:

- Reinforces company policies and adheres to company standards.
- Manage travel arrangements and hotel reservations.
- Coordinate Managing Director's schedule.
- Coordinating mail-shots and similar publicity tasks.
- Type confidential documents on a word processing system.
- Supports company practice development efforts.
- Participates in the weekly Senior Management: manages the scheduling of the meetings; takes minutes of meetings and providing copies to the Senior Management Team.
- Prioritizes workflow, communicates with production staff daily, and supervises the production process.
- Handling of sensitive documents in a timely manner.
- Collaborate with colleagues to understand client needs and requirements, and this will include working with remote teams.

Jul, 2012 – Jan, 2013 | Executive Secretary at SIGMA Petroleum Services (Egypt).

Job responsibilities:

- Preparing the MIS of the pending projects, projects progress, pending Performa invoices, etc.
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- Implementing the daily routine tasks like procurements ledger, petty cash balance, non-logistical operation process like sales team & call center daily feedback, etc.
 - Comparing the budgeted and actual short term plans to avoid any delays.
 - Transfer the management clear vision and mission to the lower management level & operational level.

2010 – 2012 | Executive Admin at SIGMA Petroleum Services (Egypt).

Job responsibilities:

Controlling daily emails, appointments schedule and time attendance.

Education

Alberta Health Care Services, Canada

- 2020: Training certificate in Health care management and patient safety.

Alexandria University, Egypt

- 2005-2009: Bachelor's Degree in Accounting & Auditing Department (English section) - Faculty Commerce.

Professional skills

Language | Excellent command of spoken & writing English.

* Studying IELTS course from Zabeel Institute in Abu Dhabi Aug 2023.

Soft skills | HMIS, HIS, MEDSOFT and MEDSTORE management systems, Microsoft Office tools.

Personal | Competitor, ambitious, Joint team player, Quick adapting to various work environments.

Awards

Jan 2018 | Awarded Best Quarter Employee Certificate at MAGRABI Eyes and Ears Hospital (UAE).

