

PROFILE

Experienced and professional with strong leadership and relationship-building skills. Motivated with solid experience managing all levels of large scale projects, including budgeting and administration. strong background in management, supervision, training and customer service. Customer-oriented with strong history of leading high- performance teams to meet or exceed objectives.

EDUCATION

Business Management, Griggs

Ajman | 2009 – 2011

High School, Fatima Bint Asad

Abu Dhabi | 1998 – 2010

EMPLOYMENT HISTORY

Patient Relation Administration, University Hospital Sharjah

Sharjah | 2020 November – Present

- Monitor ongoing care and proactively interaction with patients.
- coordinate the insurance approvals on the system portals.
- cashier payment opening and closing.
- attending calls and bookings on daily basis.
- deal and solve complains we face during the day as PRO.

Patient Coordinator , ACPN

Dubai | 2015 January – 2018 July

- Evaluated effectiveness of current strategies with interdisciplinary.
- Supported Chief operating officer with daily operational functions.
- Resolved problems with areas such as communication and billing.

Client Relation Officer, Osraty Clinic

Dubai | 2018 August – 2019 September

- Develop, supervise and direct the patient relations and information desk team.
- Coordinate with patients and follow up with the treatment.
- Competence to work across all the functions in a complex healthcare environment.

COURSES


SAP HR, SAP Solutions

2017 – 2017



TASNIM AFANA

PATIENT RELATION
ADMINISTRATOR

 0563221311

 tasnem.afana@gmail.com

 Ajman, UAE

Birth Date

4th Jul 1992

Nationality

Palestinian

Driving License

Yes

LANGUAGES

English

Arabic

SKILLS

- Team Leadership
- Self-Motivated
- Staff Development.
- Computer Proficiency
- Perfect Attendance.