

LAILA ZAITOUNI

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- **Languages** : Arabic , English, German, French.
- **Computer skills** : Excel-Word- PowerPoint Access + Graphic design skills Adobe InDesign, Adobe Photoshop, Adobe Illustrator.

WORK EXPERIENCE :

2021-now ----- **PEDIATRIC ASSISTANT NURSE.**

- In Mediclinic international Hospital (Abu Dhabi –UAE).
- Provide outpatient physicians and nurses with comprehensive administrative support, ensure drug inventory control and increase patient satisfaction with day-to-day handling during their hospital stay.
- Review and update patient health insurance information.

2021-now ----- **MEDICAL TRANSLATOR.**

- In Mediclinic international Hospital (Abu Dhabi –UAE).
- Translation from English to Arabic for patients and Arabic to English for doctor.

2020----- **RESPONSIBLE FOR MANAGING PATIENT RELATIONS.**

- Volunteer in medical work support and corona virus detection (Sharjah-UAE).
- Corona virus awareness.
- Track the status of quarantined patients.
- Assisting nurses and doctors in organizing patients and assisting with laboratory tests.
- Supporting ambulance team to help patients in remote areas of Emirate of Sharjah.

2018----- **MEDICAL SECRETARY**

- in the Harmony Healing Center -dental clinic- (Dubai,UAE).
- Taking patient calls and scheduling appointments.
- Partial support of the doctor in the operating room in the absence of his dental assistants.
- Organize patient files and archives.

- Management of the social media of the clinic, interacting with potential clients, answering their questions and providing information about the clinic's mission and services. Sterilization and hygiene of medical devices and tools before and after use.
- Financial management of the clinic.

2015-2017-----**ELDARY CAREGIVE.**

- Volunteer in Center for Social Inclusion and Protection of the Elderly and Orphans (Tangier, Morocco).
- Support the elderly and help them take care of their personal hygiene and take Attention to the psychological care of the elderly and sometimes orphans.
- Give the medicine prescribed by the doctor at the right time.
- Entertainment through walks with the elderly or conversations in the garden of the center.
- Conduct a variety of activities to increase psychological and moral support.
- Health and medical care, especially for the elderly, such as measuring blood pressure and vital signs.
- Take care of the cleanliness of the center in general and the residents' sleeping places in particular.

EDUCATION :

2014 **HIGH SCHOOL DIPLOMA.**

- Major in Humanities
- Al-Hajj Al-Hadary High School (MOROCCO).

2018 **DIPLOMA IN MEDICAL SECRETARY.**

- In i ben khaldoun trining center with major 95% (AJMAN).

2021 **CERTIFIED NURSING ASSISTANT DIPLOMA.**

- QR certificate from the Knowledge and Human Development Authority . (DUBAI).

TRAINING COURSES :

---In the Field of Customer service :

- Customer Care course+ Customer Excellence Course +How to provide quality and customer safety.

---In the Field of medicine:

- BLS (Basic Life Support) Certification by the American Heart Association (AHA), recognized by (DHA) Dubai., + Patient Experience Certificate. + Health and Safety Awareness Certificate+ Elderly care fundamentals course.+ Stress Management Certificate.+ Infection Control Certificate+ Using the Event Management System (Genera)+ Facility Management & Security Certificate.