

Zahra Hassan AL-Baqshi.

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Education:

King Faisal University| AL-Hasa, Saudi Arabia

05/2014 - 04/2019

Bachelors in management degree

Second Class Honors

Experience:

king Fahad Health Clinic| AL-Hofuf, Saudi Arabia

Executive Secretary Administrative Trainee.

07/2021 – 01/2022

- Supported the administrative director in drafting directives, decisions, and correspondence for employees and external healthcare agencies.
- Provided administrative oversight and supervision of healthcare centers, ensuring quality of medical and administrative operations.
- Implemented measures to enhance patient satisfaction and proposed necessary improvements to relevant authorities.

Healthcare Data Administrator Trainee

01/2023 – 03/2022

- Responsible for data entry, statistical analysis, and reporting on patient demographics, disease prevalence, and healthcare utilization.
- Utilized Excel and other software tools for data management and analysis.
- Contributed to the development and improvement of unified medical record systems.

Customer Service Trainee.

11/2022 – 01/2023

- Interacted with patients and their families, providing assistance and addressing inquiries or concerns.
- Ensured high-quality customer service by maintaining a professional and empathetic approach.
- Handled appointment scheduling, registration, and billing inquiries.
- Collaborated with healthcare staff to resolve patient issues and improve the overall patient experience.

Frinda Role Restaurant| AL-Hofuf, Saudi Arabia

Cashier.

07/2018 – 09/2018

- Handled cash and credit card transactions with accuracy and attention to detail.
- Interacted with customers in a friendly and courteous manner, ensuring a positive dining experience.

Kris Po Restaurant | AL-Hofuf, Saudi Arabia

Graphic Designer.

09/2019 - 03/2020

- Designed marketing materials, including posters, flyers, and social media graphics.
 - Collaborated with the marketing team to develop and execute promotional campaigns.
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Courses:

- Advanced Excel Course, Invest Your Time Institution, July 2023
 - Advanced Google Forms Training, Google, February 2023
 - Effective Communication Skills Workshop, Drop Institute, April 2023
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Skills:

- Healthcare Knowledge
- Data analysis.
- Ethical and Legal Awareness
- Technology Proficiency
- Financial Management.
- Organizational and Time Management.
- Problem-Solving and Decision-Making.
- Communication
- Using Microsoft Excel.