

El Sayed Abdulrazek El Sayed El Desoukey

Career Objective

A dexterous Enthusiastic healthcare professional at Guest service management, with 14+ years broad expertise in UAE involved in different diverse responsibilities; customer service excellence, English - Arabic Medical interpretation, with Extensive medical terminology knowledge adding value to organization by quickly grasping business processes, streamlining opportunities and driving resolution. Well regarded for being excellent Guest Service supervisor. In light of my long-standing experience currently looking for appropriate position in an esteemed corporate where I can apply and expand my acquired skills and charting a mutually beneficial growth path.

Personal Information

Birth Date: 16 October 1981
Gender: Male
Nationality: Egypt
Visa Status: Residence Visa
Residence Location: Dubai, UAE
Marital Status: Married
Mobile: 050 957 4667
E-mail: sayedabdulrazek@yahoo.com

Professional Experience

Dec 2010 – Current: Guest Service Supervisor and Medical Interpreter
Mubadala Healthcare - Wooridul Spine Centre
Dubai, United Arab Emirates
Company Industry: Healthcare
Job Role/Department: Administration
Key Responsibilities:

Medical Interpretation responsibilities

- Demonstrated the breadth and depth of linguistic proficiency and the capacity to analyze dialectical and cultural differences that are essential to ensure that clients and Limited English customers communicate with ease and accuracy.
- Demonstrated impartiality in order to remain objective while interpreting
Recognized by management for excellence in performance
- Conducted medical and general interpreting for medical providers, patients and/or their family members.
- Streamlined patient and provider interaction by providing a channel of effective communication.
- Assisted LEP in-patients, day care and out-patients and/or their family members or caregivers throughout the medical center.
- Conveyed thoughts and feelings as accurately as possible and does not impose my ideas
- Assisted health care providers in understanding the patient's culture, especially as it

relates to health service interactions. This includes nonverbal communications, health practices, and social relationships.

- Provided face to face, telephonic or video interpretation for encounters, including and not limited to.
- Provided clear, accurate, impartial and timely language interpretation between English and Arabic to facilitate medically necessary communication between patient, family and health care provider.
- Utilized best practices when working with LEP patients of all ages, gender identity/sexual orientation, minority groups/cultures, language barriers and physical & cognitive status as they relate to communication needs.

Actively engages in productivity goals to ensure timely patient access to needed language (including in-person or remote interpretation).

- Served as a liaison between patients and physicians to assist Arabic speaking patients in understanding physician's questions.
- Maintained patient privacy and confidential patient information.
- Provided caring companionship to elderly and developmentally disabled patients.
- Followed ethical codes that protected the confidentiality of information.

Supervisory Interpretation responsibilities

- Orchestrated launching new Korean healthcare brand 'WOORIDUL' in the market by setting up the patient workflow, and work closely with medical and non-medical colleagues to ensure the patient needs are fulfilled effectively.
- handled and greeting VIP patients, families in a friendly and efficient manner and assist them throughout their visit.
- assisted in set up a motivated, positive and communicative environment for staff to provide excellent levels of customer service at multicultural work station.
- Motivating the team to achieve high standards and KPI targets.
- Motivated multitasking the frontdesk staff that enables the company to save money and time.
- Prioritized the continuity of patient care and optimal revenue generation utilizing existing facilities are achieved.
- Conducted medical interpreting between Limited English Proficiency patients, their families and physicians during clinical and non-clinical encounters.
- Managed the in-patient work flow (Pre-op and Post-op) scheduling, billing, handling cash Payment of big figures around 100,000 to 300,000 AED on weekly basis.
- observed that all Reception staff provides a "Customer Centric" environment that is geared to the highest level of patient satisfaction and promotes our patient Service values.
- Delegated the daily work tasks, determined the deadlines, evaluating the team members on regular basis.
- coached leadership and operational assistance to all within the clinic.
- insured that organizational values are reflected at all levels of Clinic administration and client satisfactions are set as a priority.

Customer service & training responsibilities

- Maintain & maximize patients' satisfaction rate based on building trust and creating value.
- Liaise with all clinical and non-clinical colleagues to ensure the patient needs are fulfilled effectively.
- Established and maintained effective working relationships with patients, management, employees and the public.
- Provided immediate response to customer inquiries in accordance with service Standards.
- Coached training, developing and managing the performance of all frontdesk staff members to attain smooth execution of day-to-day administrative functions.
- Organized cross training programs for all Insurance updates relevant to the frontdesk team.
- Maintained all incoming calls (external & internal) are answered on time by frontdesk team
- compiled and gathered data and preparing required statistical report on outpatient/inpatient that will be used by management in board meetings.
- Identified and resolved patient and family member concerns and problems.

Hospital information system end user experience

- Obtained intensive experience as end user of HIS systems such as Cerner, Renaissance Care Magnum and Palash (softgaytes) systems.
- Facilitated in implementation and customizations of Hospital Information System such as Cerner solution, Renaissance Care Magnum and Palash (softgaytes) solution. In line with the requirements of the EMR, appointment scheduling, billing format.
- Illustrated hospital information system manual folder for frontdesk team to provide handy reference with regard to billing, registration, how to resolve problems efficiently on the system to avoid complicating the issue with real scenarios to support.
- Spearheaded in customization and amendment of patient registration form to meet required statistics data required by DHA.
- Established and maintained relationships at the appropriate level between hospital information system team and clinical/non clinical staff in order to provide appropriate escalation of issues, solution benefits, etc.
- Participated in a Hospital Information System implementation and customization as end-user experienced with hospital information systems in line with the needs of the Frontdesk (bill format, registration, appointments schedule,...etc).
- illustrated hospital Information System manual folder for frontdesk team to provide handy reference with regard to billing, registration, how to resolve problems efficiently on the system to avoid complicating the issue with real scenarios to support.
- managed monthly meetings with IT department to discuss new implementations and issues with the system.
- insured immediate response to customer inquiries in accordance with service standards.
- Maintained confidentiality of patient's protected health information (PHI) in both electronic and paper formats.
- compiled information in response to queries about the hospital's services and handled and resolved complaints.
- Supervised schedule of doctors' appointments via the Hospital Information System.

Billing and medical insurance responsibilities

- obtained strong knowledge of all health insurance policies, patient medical eligibility programs and insurance companies associated with the hospital.
- Recommended and implemented for appropriate training programs that will further enhance and hone the technical competencies of the staff.
- Reviewed and evaluated the performance of the team, on regular and periodic basis, and ensures that the overall performance of the team is on track, and well within the pre-established goals and objectives.
- Propose enhancements to systems and processes to maximize efficiency within the team.
- Illustrated insurance manual folder for front desk team to provide handy reference with regard to insurance processes.
- coached and guided necessary training and support to the billing staff.
- Monitored that all billing activities is as per the hospital policies and protocol.
- insured that patients are eligible for services, and applying the appropriate charges to insurance or personal billing account.
- Observed staff in collecting payments for deductibles, co-pays, and co-insurance.
- Supervised the overall revenue billing of the centre.
- Supervised the front desk staff performance in maintaining complete patient records and generating timely & accurate bills, receipts/ refunds in coordination with hospitals and the clinical team.
- participated at patient bills audited on a daily basis. Discrepancies recorded and corrective action taken.
- Managed the in-patient work flow (Pre-op and Post-op scheduling, billing, handling cash collection of big figures around 100,000 to 300,000 AED on weekly basis.
- Checked credit invoices on daily basis before submission to back office.
- maintained that all patients are charged on the system.
- Identified problems with payment trends and communicate issues to appropriate staff to resolve the issue.

Aug 2008 – Dec 2010: Patient Admin Coordinator

Mediclinic City Hospital

Dubai, United Arab Emirates

Company Industry: Healthcare

Job Role/Department: Administration

Key Responsibilities:

- maintained complete patient records and generating timely & accurate bills, receipts/refunds in coordination with hospitals and the clinical team.
- Managed incoming calls, requests for services from providers/members, providing information on available hospital services and transferring members as appropriate to clinical staff.
- Ensured clear communication pertaining to service terms and conditions of the hospital, allocating time to patients and managing doctors' appointments & schedules through Hospital Information System.
- Analyzed medical par data to check eligibility of credit customers, corporate clients, covered/uncovered treatments and pre-authorization requirements of specific treatments when needed.
- Conducted medical interpreting between Limited English Proficiency patients, their families and physicians during clinical and non-clinical encounters.
- Obtained strong knowledge of all health insurance policies, patient medical eligibility programs and insurance companies associated with the hospital. Preparing insurance manual folder for colleagues to provide handy reference with regard to insurance processes.
- Administered planning, developing, and coordinating the execution of program policy, procedures, and operations of the department inclusive of insurance claim procedures pertaining to insurance card acceptance, expiry date of the card, services coverage, etc.
- Ensured understanding the insurance process in entirety, handling insurance & patient queries on all bills and maintaining good relations with insurance companies, patients and staff.
- Managed reconciling all cash collections on day-to-day basis and drafting cash summaries & reports for the management.
- Maintained compiling data and preparing required statistical report on outpatient visits, and other selected workload area.
- Supervised training, developing and managing the performance of all staff members to attain smooth execution of day-to-hospital administrative functions.

Jan 2007 – Aug 2008: Receptionist

VIAC International Allergy Clinic

Cairo, Egypt

Company Industry: Medical/Hospital

Job Role/Department: Other

Key Responsibilities:

- Supervised and performed administrative duties in the patient administration division, welcomed patients both -foreign & Egyptians courteously, initiated correspondence pertaining to medical records and made appointments with doctors accordingly.

- Performed general office and telephonic duties, used directories and computer terminals in order to provide locations, patient conditions, physician telephone numbers and screened calls to patient care units.
- Arranged appointments and responded to inquiries by telephone, mail, email/website or fax. Arranged meetings, conferences and conference telephone calls.
- Ensured accurate maintenance of patient files on the system or as manual files, processed and maintained all letters, memorandums, reports, papers and minutes of meetings.
- Provided complex/ specialized administrative support such as maintaining databases, compiling and analyzing data, preparing reports/presentations to identify and convey results and trends as and when needed.
- Assisted the Manager on all facets of administration functions for daily routine activities of managing the office and reviewed all documents to ascertain precision.

Jan 2006 - Jan 2007: Executive Secretary & Courses Coordinator

Arabian Center For HR Development And Technology Transfer

Cairo, Egypt

Company Industry: Other

Job Role/Department: Secretarial

Key Responsibilities:

- Served as administrative liaison, provided administrative support, which included collecting course material from trainers and formatting it in word or PowerPoint program as per training requirements.
- Performed internal operating functions pertaining to coordination with embassy for trainers visas and making all travel arrangements for the trainers.
- Prepared travel/training requests; made/confirmed travel and other arrangements for conferences/business trips, compiled expense reports and prepared post-travel memorandum.
- Designed and implemented an effective/ efficient office support system for sending and receiving phone calls, faxes and e-mails.
- Maintained access database of phone index on excel for all important contacts of company.
- Served as a vital link between the company, trainers and customers, made all necessary arrangements to accommodate them, right from receiving them from the airport to the successful execution of the program.

Jan 2003 - Jan 2006:

Previous Professional Experience:

Secretary (Import Specialist),

El-Sabbah Import, Export & Marine Services.

Cairo, Egypt

Key Responsibilities:

- Maintained /supported in-house administrative functions for the import operations of the organization.
- Ensured appropriate importation documentation is created, reviewed and maintained in compliance with record keeping policies, drafted commercial letters in English for gaining international offers.
- Monitored import cost, gathered freight information for imported goods from varied sources and finalized the most suitable option for the organization.

- Ensured accurate maintenance of files, prepared excel files for all purchase items, local prices details for the requested products and phone index for all important contacts of the company.
- Performed general office administration duties like receiving and replying mails, faxes and international phone calls.

Training & courses

June 2021 - ongoing	Basic and Advanced Health Care Interpretation 60 accredited hours	Ibn Sina Training Academy
Aug 2020 – September 2020	HL7+Mirth Connector	SV SOFT SOLUTIONS
Aug 2020	Introduction to Database Concepts - Revised	Alison
2020	E-Learning Fundamentals	ITI
2016 & 2017	<ul style="list-style-type: none"> • I Care Programme Table on contents: <ul style="list-style-type: none"> ➤ Insight for Self ➤ Compassion for the Guest ➤ Understanding for My Team 	Biz group, Abu Dhabi
2015 & 2016	<ul style="list-style-type: none"> • Hospital information system training “Cerner”. • Insurance training, top-up insurance cards. • Billing cycle training on Cerner. 	Healthpoint hospital, Abu Dhabi, UAE
2013 & 2014	Cerner training in Healthpoint Hospital	Abu Dhabi, UAE
June 2012	Supervisory Management Skills in Spearhead Training, Dubai UAE	Dubai, UAE
2008 & 2009	<ul style="list-style-type: none"> • Insurance Training about different networks of health insurance –Mediclinic City Hospital • Phone Etiquette - Mediclinic City Hospital • Billing and Registration Training - Mediclinic City Hospital • HIS (Hospital Information System) Mediclinic City Hospital 	Dubai, UAE
Feb 2008	<ul style="list-style-type: none"> • ICDL, Egypt Certification/diploma, ICDL Certificate 	Cairo, Egypt
Aug 2007	• German Language Course – STA	Cairo, Egypt
Aug 2006	• Business Writing Skills Course – ACT	Cairo, Egypt
Dec 2003	• Basic Business Skills Acquisition Program, Intensive Course in Computer& English - Berlitz Language Center.	Cairo, Egypt
Feb 2002	• 12 English language levels – STA	Cairo, Egypt

Education

May 2002: **Ain Shams University, Egypt**
Bachelor's degree/higher diploma, B.Sc., Agriculture - Soils Department.

Skills

Skill

- Superior multitasking talent, with the ability to manage multiple high-priority assignments and develop solutions to challenging business problems.
 - Medical interpreting between Limited English Proficiency patients, their families and physicians during clinical and non-clinical encounters.
 - Problem resolution ability.
 - Proper phone etiquette.
 - Excellent communication skills.
 - Extensive medical terminology knowledge.

 - Familiar with hospital information systems
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Languages

Language	Skill Level	Years of Experience
English	Expert	More than 18 years
Arabic	Fluent	Mother Tongue
German	Beginner	More than 4 years