



PROFILE

Experienced Health Coordinator with a strong administrative background in healthcare. Skilled in managing communication, handling medical documentation, and supporting patient care operations. Known for maintaining confidentiality, ensuring accuracy, and working efficiently in fast-paced clinical environments.

PROFESSIONAL EXPERIENCE

Administrative Department – Health Coordinator

Sena health | Oct 2024 - Present

- Serve as a key liaison between healthcare providers and patients, ensuring timely and effective communication.
- Handle inbound and outbound calls to patients for updates, and to hospitals, Assisted Living Facilities (ALFs), and providers to facilitate information exchange and care coordination.
- Manage and process incoming faxes and emails from medical facilities, including ALFs, handling encounter notes, lab orders, provider-signed forms, and patient orders.
- Review and act on direct communications from nurses and providers, accurately processing care instructions and medical documentation.
- Coordinate medical service requests (e.g., physical therapy, occupational therapy, skilled nursing, EKGs, and DME orders) across multiple platforms, ensuring accurate routing to the appropriate departments.
- Request and retrieve medical records from hospitals, ALFs, and provider offices to ensure accurate and complete patient documentation.
- Manage patient referrals and collaborate with providers and facilities to ensure smooth onboarding and timely delivery of care.
- Oversee patient intake by collecting and verifying documentation to support efficient initiation of services.
- Schedule patient appointments and follow-ups using EMR systems, optimizing availability for both providers and patients.
- Maintain accurate and organized records while ensuring full compliance with HIPAA regulations at all times.
- Identify and resolve administrative or communication issues to support seamless clinical operations.
- Promptly report any potential privacy breaches and consistently uphold patient confidentiality.
- Prioritize tasks effectively in a fast-paced environment with strong attention to detail, discretion, and problem-solving skills.

Senior Sales Associate & Visual Merchandiser

MARCOLO BY 3MPLAST | 2024 Jan - 2024 Sep

- Meeting and assisting customers in a friendly and professional manner.
- Providing customers with professional product knowledge and recommendations.
- Responding to consumer inquiries and address issues quickly.
- Ensuring that every consumer has a great and memorable purchasing experience.
- Working together with the team work to accomplish team objectives.
- Using Visual Dolphin ERP to process sales orders and pay invoices while working as cash.
- Shadowing my manager in their absence to manage sales store and I might have a key to the store.
- Supporting the team in case of absence in the customer service department.

Supervisor

IDOL Luxury Furniture | Sep 2022 - Dec 2023

- Arrange Furniture in an aesthetically pleasing manner whilst allowing for ease of movement within
- the store.
- Training and management of new staff in the sales of furniture.
- Negotiating prices and payment plans in order to close profitable sales.
- Advising management on items that need to be restocked or removed.
- Researching furniture materials in order to provide advice to both management and clients on
- which kind of furniture best suit their needs.
- Advising management and clients on the choice of fabric and color for furniture.
- Providing measurements and designs to the manufacturing team that best suit our business needs.
- Coordinating and supervising carpenters in order to minimize errors in the manufacturing process.

Computer Assisted Telephone Interviewing (CATI)

Ipsos Company | 2019 Dec - 2022 July

- Conducting surveys over the phone in both English and Arabic.
- Writing up detailed reports on problems faced by the team members during phone interviews.
- Shadowing my supervisor in their absence to manage staff.
- Proofread and edit surveys conducted by other members of the team.
- Translating surveys from English to Arabic and vice-versa.
- Data Entry and Analysis using Microsoft Office Programs.

Sales

Gallery New Style | 2018 Jan - 2019 Dec

- Choosing fabrics for furniture
- Supervising the work in the Manufacturing process and advising on the types of wood textiles used in furniture.
- Working on AutoCAD and Photoshop.

EDUCATION

Lebanese International University

Bachelor's Degree of Arts in interior Design
2010 – 2015

Relevant Modules: Interior Design Studio I-IV, CAD I-II, Architectural Modelling, and Computer Rendering for Interior Design.

Indian Public High School, United Arab Emirates

Central Board of Secondary Education
(CBSE): Economics stream
1996 – 2010

SOFTWARE SKILLS

- AutoCAD
- 3d Max
- Photoshop
- Photography
- Data Entry and Analysis
- MS Office, Excel, PowerPoint, and Word.

SKILLS

- Communication & Presentation Skills
- Analytical Thinking & Planning
- Accuracy & Attentiveness
- Problem Solving
- Organizational Skills
- Time Management
- Relationship Building

LANGUAGE

- Arabic: Native Fluency
- English: Proficient
- French: Beginner