

EDIDIONG UBONG ISONG

Dubai, UAE

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Patient Care Administrator | Patient Service Coordinator

PROFILE SUMMARY

Goal-driven, accountable, and compassionate Healthcare Management professional with years of related, hands-on experience in a fast-paced out-patient clinic and hospital setting. Adaptable administrator accustomed to integration of new health care delivery systems, restructuring of work, and increasingly complex regulatory environment. I possess a demonstrated record of accomplishment in skilled patient evaluation, achieving high standards of work ethics, maintaining a positive attitude while relating with demanding clients, diagnosing trends, and implementing procedures to refine processes.

I am a self-starter with extensive knowledge of the most widely used computer software, cloud programs, databases, healthcare terminologies and document processing. Currently seeking to work in a patient administrative role to collaborate with members of a medical team to improve results and maximize patient satisfaction.

EDUCATION

Canadian University Dubai - Dubai, UAE

2019

Bachelors of Science: Health Organization Management

KEY ACHIEVEMENTS

- In partnership with the Federal Medical Centre Abeokuta, Nigeria, I successfully organized and conducted community education workshops on COVID-19 Control and Prevention Guide.
- Managed a team of over 10 people establishing and organizing mining-related sensitization seminars for staff and community members, emphasizing the significance of health and safety protocols.
- Developed a new waiting room process, Increasing Patient satisfaction by 20% within one year which was measured through patient follow-ups and Increased patient comment scores.
- Slashed clerical errors by 55% through sourcing new data entry automation software and contributed to 20% faster collections with automatic payment reminders.
- Contributed to the increase in compliance with Joint Commission International Accreditation from 40% in 2016 to 70% in 2018.
- Developed and implemented an employee scheduling plan, consequently, increasing work efficiency by 60%.

PROFESSIONAL EXPERIENCE

InfoPlace Canada Immigration Services (Remote) – Regina, Saskatchewan

May 2021-Jan 2022

Administrative Officer

- Established an effective workflow process that resulted in a 5% productivity increase.
- Reviewed and developed service intakes, and planned strategies to encourage client retention.
- Consulted with company management to assess requirements and Implemented a successfully updated training program for new office employees to increase team performance and improve staff retention rate to 90%.
- Reviewed and maintained confidential documents and files for over 60 client accounts from initiation to account set-up to successful completion of service.
- Maintained CRM/CLIO database with client updates and report generation to reflect comprehensive insight for decision making.
- Collaborated with internal teams to identify and developed strategies for client intakes that resulted in a 40% increase in service retention within three months.

Stephanie Peace-Building and Development Foundation – Abeokuta, Nigeria

Nov 2019- Nov 2020

Administrative Assistant

- Facilitated the creation of budgets, detailed expense reports and requests for capital expenditures, and collaborated with internal teams to identify and determine the cause of budget deviations.

- Managed the planning and organization of 7 operational events including community health care workshops and other health and safety sensitization programs.
- Managed all administrative and clerical services, including correspondence for personnel and strategic planning issues review and revision of new policy instruction manuals; oversight of awards program; evaluations.
- Supported efficient meetings by maintaining and ordering office supplies, organizing staff meeting spaces, documenting discussions and distributing meeting notes.
- Supervised the work of employees, and coached new employees on administrative procedures, company policies and performance standards to ensure compliance.

**Al Zahra Private Hospital – Dubai, United Arab Emirates
2019**

June 2018 - Mar

Human Resources Assistant

- Spearheaded the activities necessary for Joint Commission International Accreditation (JCIA) project and ensured increased compliance from 40% in 2016 to 70% in 2018.
- Reduced overhead costs by \$4000 per month within the human resource department, by suggesting alternative methods of reaching out to prospective employees.
- Coordinated the maintenance of staff through efficient recruitment, interviews, employee onboarding, keeping detailed records, and reviewing administrative and Human Capital policies and procedures.
- Analyzed internal processes and recommend and implement procedural or policy changes to improve medical operations, such as supply changes or the disposal of records.
- Resolved 6 internal conflicts by employing demonstrated expertise in handling interdepartmental problems, and ensuring that they work in tandem with each other.

SKILLS

- CRM Software
 - Critical Thinking and Data Analysis
 - Filing and archiving
 - Communication and interpersonal skills
 - Proficient in Google and Microsoft Office Suite
 - Time Management
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دولة الامارات العربية المتحدة
UNITED ARAB EMIRATES

اقامة
RESIDENCE

نوبي
DUBAI

مها الاقامة
Place of Issuance
من طرف
Issued by

784199218291625
201/2022/7327295

رقم الهوية
ID Number

الجنس
Sex

رقم الجواز
Passport

A12468057

الاسم
Name

ايديدونغ اوبونغ ايسونغ
EDIDIONG UBONG ISONG

المهنة
Profession

شريكة
Partner (Female)

التوقيع
Signature

وكالة السلام لخدمات ادارة المشاريع
WAHAT ALSALAM PROJECT MANAGEMENT SERVICES

تاريخ انتهاء الاقامة
Issue Date

2022/06/29

تاريخ الانتهاء
Expiry Date
2025/06/28



مستمر الاقامة لاغية اذا تجاوز حاملها الاقامة خارج دولة الامارات لمدة ستة اشهر
Residence Permit becomes invalid if bearer resides out of the U.A.E. for more than six months

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والجنسية
والجمارك
وأمن المنافذ
بطاقة هوية مقيم



ID Number / رقم الهوية
784-1992-1829162-5

الاسم: ايديدونج اوبونج اسونج

Name: Edidiong Ubong Isong

Date of Birth: 24/05/1992

تاريخ الميلاد:
الجنسية: نيجيريا

Nationality: Nigeria

Issuing Date / الإصدار تاريخ

29/06/2022

Expiry Date / الانتهاء تاريخ

28/06/2025

24/05

الجنس : أنثى
Sex : F

Signature / التوقيع
E U I

