

# Mohamad Saadou Elyas

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## Objective

Administration Officer, with more than 10 years of experience specializing in Administration, Patient Services and operations, highly motivated to explore diversity fields in staffing, financing and occupational safety & Health. Keen on exploring diverse opportunities to utilize my skills and permanently maintain the system following the local regulation.

Leading team to work enthusiastically with colleagues for effectively contributes to the organization growth, improving the efficiency and personal competency.

## Education

### **HUMAN SCIENCE & LITERATURE | 2009 | DAMASCUS, SYRIA**

- Major: B.Sc.in English Literature - Faculty of Human Science and Literature, Damascus University, Syria.

### **OSHMS INTERNAL AUDITOR AND INSPECTOR | 2018 | ABU DHABI, U.A.E**

- Major: Training as per local requirements of OSHAD SF as per version 3.1.

### **EXCEL TO EXCEL | 2018 | ABU DHABI, U.A.E**

- Major: Basic Excel functions & formulas, charts, formatting, and data setting.

### **RISK MANAGEMENT| 2018| ABU DHABI, U.A.E**

- Major: Workshop on OSH risk management mitigation as per Health Sector, identifying risks and controlling the OSH Hazard.

### **STRESS AND VIOLENCE MANAGEMENT | 2018 | ABU DHABI, U.A.E**

- Major: work place stress management and violence/ Incidents Reporting.

### **IPSG TRAINING | 2017 | ABU DHABI, U.A.E**

- Major: International Patient Safety Goals, to enhance patients experience.

### **SAP HR TIME MANAGEMENT | 2016 | ABU DHABI, U.A.E**

- Major: Time maintain, Evaluation, and Time Supervisor.

### **LEADERSHIP SKILLS | 2014 | ABU DHABI, U.A.E**

- Major: Training on motivation, productivity, communication, staff involvement and responsibility.

### **PRESENTATION SKILLS | 2013 | ABU DHABI, U.A.E**

- Major: Training on Presenting Data, managing events, and working with visual Aids.

### **ISO INTERNAL AUDITOR| 2013 | AL AIN, U.A.E**

- Major: Training as per local requirements of ISO. Planning Audit, conducting the Audit, and preparing the reports.

## **BUSINESS COMMUNICATION | 2012 | ABU DHABI, U.A.E**

- Major: Understanding the value of communication, developing skills as leader and presenter, and dealing with operational challenges.

## **THE CUSTOMER AND YOU | 2012| ABU DHABI, U.A.E**

- Major: Training on staffing, eye contact and body language, utilizing effective communications techniques, dealing with customer services challenges.

## **Skills & Abilities**

### **JOINT COMMISSION INTERNATIONAL ACCREDITATION**

- Successfully lead the clinics for the Joint Commission International Accreditation (JCIA), and monitor the compliance.

### **RISK MITIGATION, OCCUPATIONAL AND SAFETY**

- Know how to apply risk management principles by identifying, assessing, reporting hazards and potential risks in the workplace.

### **WORKPLACE WELLNESS PROGRAM**

- Certificate of Appreciations from the Top Management leadership towards contribution in planning and achieving workplace wellness programs, working in a safe environment and creating a positive experience through employee recognition.

### **PERFORMANCE IMPROVEMENT**

- Monitor lead indicators, targets and objectives, applying appropriate coaching needed to enhance performance for the KPIs.

### **ETHICS**

- Maintain the Mediclinic ethics, morals and information confidentiality.

### **COMMUNICATION**

- Pertain business communication skills for effective patient care, team building, and work prospective clarity.

### **AUDIT AND INSPECTION**

- Conduct regular audit and inspection, to perform compliance as per the Department of Health criteria, and internationally as per JCIA elements.

### **TRAINING**

- Step into role for in-house HR policies orientation and training for the new joiners.

### **PROACTIVE PROBLEM SOLVING**

- Hands-on experience background in challenges, for continual improvement, enhance efficiency of the culture and rectify the non-conformance highlighted.

## Experience

### **ADMINISTRATION OFFICER | MEDICLINIC HOSPITALS – ALMUSAFAH SPECIALTY CLINIC, (U.A.E) | MAY 2013 – PRESENT**

- Supports the development and implementation of the clinics policies and procedures.
- Supervises the administration / front office staff, ensure staffing daily operation runs smoothly with frequent staff meeting, and cover the shortages.
- Promotes the internal wellness activities with the clinic team participate in the related plans, and networking external events with marketing, for the interest of achieving the clinic target and basic needs.
- Steps in diplomatically for resolving patients and customer service complaints, and cooperating with the Quality department for the proper investigations.
- Optimizes the patient's experience, by doing self-survey, and supervising Press Ganey Survey.
- Performs bills posting, cash/ credit depositing, conduct auditing for insurance discrepancy.
- Assists in Preparing and reviewing operational budgets e.g. staffing, patient volumes, and handling tight budget constraints and new challenges.
- Insures clinic compliance to the local and international requirements, e.g. Department of health (DOH), civil defense, JCIA, and coordinating the corresponding inspections and audits.
- Supervise SAP purchase requisitions, and Good Receipts for the non-medical items, and consumables, and releasing the purchasing requisitions.
- Provides orientation and training to the new joiners as needed.
- Involves in the staff recruitment, screening resumes and interviewing applicants.
- Prepare the staff duty roster in a monthly basis.
- Supervises the physicians schedule and patient appointments and coordinates with the call center.
- Coordinates with the IT Department for the staff new user ID.
- Conducts the Emergency drills for the best practice as per Department of Health and occupational safety requirements, rectifying the gaps and ensure effective communication.
- Cooperates with Engineering department for the Contractor's Projects specific plans for compliance.
- Supervise and maintain updated outsources contracts for the services e.g. housekeeping, Security, Etc. and conduct inspections for insuring occupational safety and health requirements.
- Controls expenditures of the office supplies.
- Conducts staff evaluation, general and OSH competency.
- Participates in reviewing the Occupational and safety policies, and implementing the policy changes.
- Establishes and maintain record keeping systems for correspondence, documents, materials and records.
- Performs other related duties as required.

**HUMAN RESOURCES ASSISTANT | MEDICLINIC HOSPITALS – ALMUSAFAH SPECIALTY CLINIC, ABU DHABI (U.A.E) | JANUARY 2011-APRIL 2013**

- Assists customers by providing information and refer individuals to appropriate division as required.
- Performs general duties, and requesting supplies.
- Establishes and maintains record keeping systems for correspondence, documents, materials and records.
- Accepts and process HR forms, applications and general information requested by individuals.
- Orients the staff individual on the HR policies and procedures.
- Handles payroll timesheets, sick leaves, timekeeping, duty schedule, and on calls.
- Performs any other duties assigned by the management from time to time.

**RECEPTIONIST | MEDICLINIC HOSPITALS – ALMUSAFAH SPECIALTY CLINIC, ABU DHABI (U.A.E) | MARCH 2010 – DECEMBER 2010**

- Solving patients and staff issues successfully, liaised with nurses and management regarding day to day issues.
- Facilitating the insurance card data entering; perform general administration duties, photocopying, filing etc.
- Ensuring managing all the operation tasks, well organizing the priorities, experience everyday on the HIS system.
- Preparing/attending the meetings required, with documenting the minutes.
- Working collaboratively with the team to identify the work needs clearly & implement the targets & objectives.
- Booking doctors' appointments, and follow up patient's appointments and concerns.
- Ensuring managing all the operation tasks, well organizing the priorities, experience everyday on the HIS system.
- Settling patient's bill.