

Azza Ramadan

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Summary

I have a very strong administration background. I am able to offer communication, secretarial, and problem solving to bring a remarkable change in the overall efficiency of any working environment. I am highly skilled in meeting and greeting customers and answering phone calls. I have a proven ability to handle multiple, competing priorities in an effective manner. Thorough knowledge of written English and Arabic; grammar, spelling, vocabulary and punctuation.

I am also a multi-skilled, reliable Arabic translator and interpreter with a proven ability to translate written documents from a source language to a target language. I am a quick learner who can absorb new ideas & can communicate clearly & effectively with people from all social & professional backgrounds. Flexible in the ability to adapt to challenges when they arise and at the same time remaining aware of professional roles & boundaries.

Experience

July 2016 to Current **The Portland Hospital**

London

Patient Administration Officer

- Earned praise and recognition from patients, consultants and senior management for efficiently resolving many clinic related issues and being nominated for employee of the quarter.
- Taking initiative to provide training, support and supervision of new starters.
- This permitted designing and implementing the best workplace procedure which could be replicated daily.
- Diligent management of the Credit Balance Report reduced monies owed from 60 to 30 days.
- Essential knowledge of medical terminology in a wide range of specialities including but not limited to Oncology, Orthopaedic treatment, Gastroenterology and gynaecology.
- This knowledge proved integral when booking appointments for investigations and future care.
- This also presented an opportunity to educate clients about the convenience of HCA connect, available investigations and specialties on offer within HCA.
- Meticulously undertook everyday tasks including validating adjustments, processing invoices and producing minutes from team meetings.
- Assisted customers with balance enquiries, bill payments and funds transfers thereby increasing positive customer feedback by 5%.

June 2010 to
July 2016

Language Line Services, Pearl Linguistics, Direct Language Solutions, Trans4U Services

London

Arabic/English – English/Arabic Interpreter & Translator

Medical Interpreting

- Ensure provision of correct concepts according to interpretation protocols.
- Make sure that correct concept and context is provided by ensuring that no omissions or additions are evident.
- Document all interpretations in accordance to the facility's procedures and policies.
- Fully translate procedural information to facilitate understanding between doctors and patients.
- Work with patients' families to log concerns and questions and respond appropriately.
- Provide cultural information to healthcare providers in order to ensure appropriate provision of health services.

Legal Interpreting

- Attended court hearings to listen speakers' statements and testimony and simultaneously interpret them.
- Conducted and provided sight interpretation of Affidavits and other legal documents.
- Translated various legal documents and checked for errors in technical terms and terminology.
- Identified a variety of speech patterns and reviewed their vocabulary and phrases.
- Utilized reference materials and operated electronic listening systems, to perform work.
- Developed and maintained positive professional relationships with court officials, attorneys, and judges.
- Educated witness about court procedures and informed court about issues and situations affecting interpretation activities.

May 2007 to
May 2010

Al-Souroq GP Clinic (Egypt)

Cairo

Clinical Administrator

- Dealing with enquiries from patients, liaising with doctors, consultants and other healthcare professionals.
- Carrying out all clerical support duties including: photocopying, typing, filing, post, telephone answering.
- Typing of referral and other letters for GP's via digital or written dictation.
- Entering urgent / routine referrals on patient records.
- Answering the telephone and dealing with queries from patients and hospitals.
- Distributing incoming and outgoing post and information to relevant parties.
- Chasing unpaid invoices.
- Dealing with enquiries from patients of all backgrounds face to face.
- Recording office expenditure and managing the budget.
- Assisting in the recruitment of new staff, including training and induction.
- Managing the surgery filing systems.
- Keeping track of a doctor's busy diary, organizing travel arrangements, dealing with patients and visitors.

October 2002 to
June 2003

Islamia Primary School

London

Teaching Assistant

- Working with children who had little or no English knowledge.
- Using pre-existing and creating new lesson plans.
- Translating books, videos for the children.
- Helped the teacher set up the classroom.
- Played with the children and tried to make learning fun.
- Undertook playground duties Made sure the children were safe.

March 1993 to
December 1996

Mantra Publisher Ltd

London

Arabic to English Translator

- Worked as an Arabic translator for Mantra Publisher Limited.
- Translated a large number of children's stories from English to Arabic.

Skills

- Computer literate with advanced knowledge of Meditech, Microsoft Office and Windows NT.
- Aptitude to engage with and gain support from a range of levels.
- Strong team player with a pleasant demeanor, able to bring opinions and ideas together and work efficiently accomplish tasks.
- Commitment to adding value, enhancing mindfulness and wellbeing.
- Critical thinking especially focused on loss prevention and dispute resolution.
- Multi-line phone proficiency, able to use discretion to restrict information where suitable.
- Creative with excellent problem solving skills and the ability to work autonomously.
- Time and schedule management to prioritize workload, having the ability to work

under pressure and meet strict deadlines.

- Use advanced listening, probing and facilitative skills across a spectrum of tasks to screen and direct information towards best results.
- Good understanding of medical terminology across a wide range of specialities.
- Experienced in acting as a key link between third parties, patients and the practice.
- Ability to handle all payment types including cash and using the PDQ machine.
- Translation of documents/letters from Arabic to English & vice versa.
- Reviewing and proofreading Arabic text.
- Conducting face-to-face interpreting.
- Telephone interpreting.
- Customer service.
- Record maintenance.
- Transcribing dictation.
- Letter drafting.
- Events coordination.
- Multicultural interaction

Education

2011	North West College London, UK Math & English GCSE
2002	University of London (SOAS) London, UK Arabic & Islamic Studies BA
1996	Westminster High School London, UK Arabic A Level
1994	Hendon College London, UK Access to Teaching A Level

Interests

Reading, walking, listening to music, and handicraft.

References

References available upon request