**Wafa Abdel-Rahman**

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**Objective**

To obtain a position as a Medical Office Administrator (Assistant) where I can utilize my skills and experience to develop and grow within your organization

**Summary of Qualifications**

* Positive, friendly approach with good communications skills
* Effective team working skills with the ability to work well under pressure and remain calm in a crisis
* Reputable for ethical relations with all levels of staff and patients and able to maintain confidentiality in all situations
* Perform all work in accordance with established protocols, safety guidelines, and existing legislation to ensure work practices
* Proficient in the operation of standard office equipment
* Reliable, dependable and flexible
* Strong organizational skills, multi-tasking, and proactive
* Familiar with medical terminology, transcription, and electronic health records
* Proficient in Microsoft Office, internet, communications, and types 35- 40 WPM
* Bilingual in both English and Arabic
* Have a valid driver license and clear Criminal Record
* Enjoyment of working with children and the ability to control and supervise them
* Patience, and ability to stay calm

**Professional Experience**

**Lunch & Recess Supervisor Dr. Donald Massey School**

**Edmonton, AB Sep 2020 – Today**

* Monitoring grade 1 – 6 children during lunch breaks in classrooms and providing assistance as needed
* Addressing any misbehaviors to stop them before escalating and reporting to head teacher to handle bigger concerns
* Clearing remaining foods and stake tables/chairs after cleaning
* Assisting with play activities and ensuring its done in a safe manner
* Tending to students who are sick or injured, ensuring they receive appropriate medical attention and reporting any serious accidents

**Volunteer Eastgate Medical Center**

**Edmonton, AB Mar 2017 – Today**

* Checking in patients and verifying personal information is correct including Validating Health Cards in a helpful, respectful and efficient manner
* Registering new patients, booking and confirming appointments
* Utilizing Health Quest to compile medical records, prepare billing & manage scheduling
* Recalling patient for medical reports reviews and filing patients reports
* Forwarding patient’s reports to their regular doctors and arranging for specialist's appointments as required
* Preparing patient charts and taking vitals for the doctor
* Performs all other related clinical, administrative tasks or special tasks as required

**Office Administrator/Billing Amer Homes Ltd**

**Edmonton, AB Sep 2014 – Dec 2016**

* Performing general office duties. Keeping office space neat and well organized
* Receiving and distributing incoming and outgoing mail and packages
* Answering company phone calls and taking messages
* Logging company invoices and managing expenses
* Filing papers such as quotes, invoices, receipts, purchase orders, contracts
* Booking appointment with sub-contractors and clients
* Ordering material and scheduling site work
* Reviewing invoices and processing payments
* Scheduling inspections and walk-downs

**Volunteer North East Health Community Center**

**Edmonton, AB Apr 2013 to Dec 2013**

* Walked or wheeled patients from admission area to their rooms and helped them get up onto beds
* Completed rounds for patients in the emergency rooms to check on them and see if they required any help
* Provided meals to patients and fed them if they required help
* Helped patients stay comfortable, adjusted their beds and provided them extra blankets
* Delivered specimens to the lab for testing. Cleaned rooms and replaced bed sheets
* Involved in medical procedures by handing surgical instruments and medical supplies
* Restocked medical supplies on shelves inside supply room
* Delivered requisition forms to the X-ray department

**Medical Office Admin Amman Medical Clinic Center**

**Amman, Jordan Mar 2006 Jun 2006**

* Checked in patients, verified personal information is correct, and validated insurance cards in a helpful, respectful and efficient manner
* Registered new patients, booked and confirmed appointments and patient recalls for medical reports
* Filed patient reports
* Arranged for specialist's appointments
* Prepared patient charts and took vitals for the doctor
* Prepared injections
* Performed all other related clinical, administrative tasks or special tasks as required

**Education and Professional Training**

**One year College – Beautification Program Amman Training Collage**

**Amman, Jordan**  **Sep 2005 to June 2006**