

## PROFILE

Health Informatics graduate with experience as Call Center Supervisor and Switchboard Operator. Skilled in leadership, customer service, process improvement, and data analysis. Committed to improving healthcare operations through technology and teamwork.

## SKILLS

- Leadership & Management: Team supervision, decision-making, time management
- Communication: Reporting, presenting, effective communication, public relations
- Technical: Health informatics systems, data analysis, cybersecurity fundamentals

## EXPERIENCE

Call Center Supervisor (2024–Present)

- Led a team to achieve performance targets and ensure quality standards.
- Trained staff, resolved escalations, and optimized call center operations.

Switchboard Operator, Royal Commission Hospital (2017–2024)

- Managed high-volume hospital calls, directed communication efficiently.
- Maintained confidentiality and supported urgent healthcare needs.

## EDUCATION

Saudi Electronic University (2020–2024)

Bachelor in Health Informatics

## CERTIFICATES

SDAIA – Artificial Intelligence Concepts & Advanced Applications (2025)

SDAIA – Fundamentals of Artificial Intelligence (2025)

IBM – Cybersecurity Fundamentals (2024)

IBM – Data Fundamentals (2024)

Microsoft – Preparing Data for Analysis with Excel (2024)

GOVI – Certificate Member (2025)

Saudi Commission for Health Specialties (2024)

REBAAL Institute – OSHA (2024)