Azza Noor Al Madina Alfaki

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Professional Summary

Motivated and highly organized professional with over 12 years of experience in healthcare management, patient care, and administrative leadership. Adept at handling high-pressure environments, communicating with diverse individuals, and providing top-quality service. Seeking to transition into customer service, reception, or call center roles where I can leverage my strong interpersonal skills, multitasking abilities, and dedication to client satisfaction.

Key Skills

- Customer Communication & Support

- Front Desk & Reception Operations

- Call Handling & Problem Solving

- Multitasking & Time Management

- Data Entry & Records Management

- Team Collaboration

- Empathy & Active Listening

- English & Arabic Fluency

Professional Experience

Medical Director / Psychiatry Resident

Multiple Hospitals - Sudan | 2011-2024

- Communicated daily with patients and families from diverse backgrounds.

- Managed patient records and digital documentation with high attention to detail.

- Handled sensitive conversations and resolved patient concerns professionally.

- Coordinated between departments, staff, and stakeholders for smooth operations.

- Trained and supervised junior staff, improving service quality and response time.

- Reduced patient wait times and increased service satisfaction through strategic planning.

Administrative & Operational Leadership

- Organized appointments, referrals, and follow-ups for hundreds of patients.

- Oversaw reception operations in medical settings, including front desk responsibilities.

- Streamlined workflows and improved client experience in high-traffic environments.

- Implemented electronic systems, reducing errors and improving communication.

Education

MBBS - Bachelor of Medicine and Surgery

Shendi University, Sudan - 2009

Certificate in Healthcare Administration - Coursera

Languages

- Arabic - Native

- English - Professional

- Italian - Beginner

References

Available upon request