

**Amer I. Shaheen**

**Sharjah, United Arab Emirates**

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**OBJECTIVES:**

* To obtain a challenging position that meets my competencies and allows me to utilize the skills I have obtained through my education and my previous work experience. To work in an environment that inspires continual personal and professional development to fulfill my potential and aspirations.

**SKILLS AND QUALIFICATIONS:**

* Managerial: Management procedures, Public Relations, Supervision, Leadership, Decision Making, Problem solving, Customer Service, Communication, Resilience
* General: Good communication skills. Diligent and devoted to work. Highly organize and dedicated with an optimism. Can handle multiple assignments and consistently meet deadlines. Thrive to work on a challenging environment. Hard working, responsible and goal oriented person. Able to think laterally to create options and solutions.

**WORKING EXPERIENCE:**

* Customer Service Officer at Arab bank - 2010
* Patient Relation Officer at Jordan private hospital - 2012
* Manager On Duty (Night Manager) at Al Zahra Private Hospital, Sharjah - 2014 till date

**Duties and Responsibilities: Manager On Duty (Hospital Setting)**

* Maintains control of the Customer Satisfaction at all times.
* Consults and coordinates with hospital security on matters pertaining to the welfare of patients/guests, employees and assets of the hospital.
* Acts according to the hospital’s emergency procedures, and directs hospital personnel and guests during emergency situations.
* Work through department managers and designated shift leaders to correct any deficiencies noted in the public areas and guest suites that can be resolved during the shift.
* Conducts an inspection of one vacant patient/guest room, completing the room inspection checklist.

**EDUCATIONAL BACKGROUND:**

* BSC Degree in Finance and Institution Management 2010
* Preparing for CPM

**PERSONAL DATA:**

Nationality : Jordanian

Gender : Male

Civil Status : Single

Date of Birth : June 17, 1988

References :

* **Mr.Mohammad Abu fara (COO , A leader in a Healthcare Management ) , 00971503631375**
* **Mr.Osama Mustafa (Government Relation Manager,HR) , 00971506321762**