

MIHAI PREPELEAC

Experienced Medical Administrator | Client Relations | Office Management

📞 +44 20 7123 4567 📩 mihai.prepeleac23@yahoo.com 💻 linkedin.com/mihai-prepeleac 🌐 Galati, Romania

SUMMARY

Dedicated professional with over 7 years of administrative experience in healthcare settings, skilled in clinic management and patient systems. Noteworthy achievement in streamlining appointment scheduling, enhancing client satisfaction and improving office efficiency.

EXPERIENCE

Senior Medical Secretary

Yorkshire Clinic

⌚ 03/2019 - Present 📍 Leeds, UK

- Administered clinic workflow management, successfully handling over 500 patient records monthly with zero error rate.
- Implemented an online appointment booking system, increasing patient access by 30% and ensuring efficient time management for 5 Consultant Psychiatrists.
- Managed complex diaries for the medical team, contributing to a 15% increase in clinic productivity.
- Coordinated with IT department to automate tracking of referrals and follow-ups, enhancing the accuracy of annual review scheduling by 25%.
- Expedited urgent correspondence for the Consultants, directly influencing a 20% improvement in response times to patient inquiries.
- Facilitated training for new staff on 'Care Notes' patient system, ensuring team proficiency and continuity of administrative services.

Medical Administrative Assistant

Leeds General Infirmary

⌚ 07/2015 - 02/2019 📍 Leeds, UK

- Oversaw the digitisation of patient records, reducing retrieval time by 35% while maintaining strict confidentiality.
- Achieved a 98% customer satisfaction rate through exemplary handling of service user and carer enquiries, often in high tension situations.
- Collaborated with stakeholders to create a comprehensive database for health services, enhancing inter-departmental communication.
- Streamlined processes for drafting and dissemination of clinical reports, resulting in a 15% increase in time-efficiency for delivering patient care documentation.
- Coordinated multi-disciplinary meetings, improving internal communication and collaboration effectiveness by 20%.

Healthcare Administrator

St James's University Hospital

⌚ 09/2011 - 06/2015 📍 Leeds, UK

- Designed and maintained an electronic filing system for patient records, enhancing data retrieval speed by 40%.
- Reduced administrative expenses by 10% through effective supplier negotiations and inventory management.

EDUCATION

Master of Science in Health Administration

University of Leeds

⌚ 01/2010 - 01/2011 📍 Leeds, UK

Bachelor of Business Administration

Manchester Metropolitan University

⌚ 01/2006 - 01/2010 📍 Manchester, UK

LANGUAGES

English

Native



Spanish

Intermediate



KEY ACHIEVEMENTS

Streamlined Patient Booking System

Designed and implemented a new online patient booking system, which led to a 30% increase in service accessibility and improved patient satisfaction.

Zero Error Administrative Management

Achieved a perfect record of managing over 500 patient files monthly with no errors, ensuring reliable and efficient clinic operations.

Excellence in Customer Service

Recognised for maintaining a 98% satisfaction rate among patients and carers through attentive and sensitive communication.

Leadership in Health Admin Systems Training

Spearheaded the development and delivery of 'Care Notes' training sessions, enhancing team competency within the medical administration department.