

# MIHAI PREPELEAC

Experienced Medical Administrator | Client Relations | Office Management

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## 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.