

Zinab Abdullah Almuhaishi

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Objective

Seeking a challenging position in a highly regarded organization that will allow me to utilize my knowledge to my fullest potential in order to benefit the company and myself.

Experience

*Jul 2018- present, Data quality administrator
Rentokil Company

As a Quality & Data Administrator you are responsible for the following areas of the support centre:

- Ensures the Google Drive is maintained to a professional standard
- Helping create and manage Quality, safety& health environment & Fumigation policies
- Supporting with safety& health environment Alerts to the field staff
- Sending our regular updated on Quality, SHE and Fumigation on Google+
- Maintain the SHE training drive on behalf of the Technical / SHE Manager
- Keep up to date the Fumigation checklist/audit drive on behalf of the Technical /SHE Manager
- KPIs for weekly/monthly/quarterly field returns are tracked across all employees
- Ensure all Vehicle/Equipment Checklist are tracked and stored correctly for all employees
- Creating monthly summary report, highlighting shortfalls in each team/region
- Setting up new starters on the Google Drive and adding them to the returns tracker

*Jan 2013- Jun 2017, Information analyst

Saad Specialist Hospital

Worked in performance management resource department in information analysis section. I have handled bellow responsibilities:

- Database input and update.
- Assist with the statistical packages for hospital accreditation.
- Assist in preparing graphs, charts and figures for data analysis.
- Work in the development of performance measures for monthly Dashboard and

associated reports

- Checking accuracy validation of hospital Information Systems and Database
- Assist in new requirement for JCI ongoing physician performance evaluation (OPPE).
- Abstract and analysis quality assurance data to identify trends and to develop and implement corrective action plans.
- Responsible of patients satisfaction survey. Created new design to analyze the open questions which increased the patients satisfied.

Education

- Bachelor degree in Biology from Dammam Science University, Dammam KSA GPA 4.23 (2001-2005)
- Diploma of Clinical Research Coordinator from King Abdullah International Medical Research Centre (2010 – 2011)
- Work ethics workshop from Taqat (2018)
- Second Health information Management and Technology Symposium certificate from Dammam University (2013)
- Vascular training workshop certificate from King Abdullah International Medical Research Centre.
- Basic Cardiac Life Support Provider degree from King Fahad Specialist Hospital in Dammam (2011)
- New Regulation of clinical trial in KSA certificate from Saudi Food and Drug Authority (2010)
- E3 level certificate from British Council with grade A (2007).
- Communication management reports course from Academic with grade 90% (2/4/2010)
- Customer service methods course from Academic with grade 100% (3/5/2010)

Key Competencies and Achievement

- Good Communication and interpersonal skills.
- Readily accepting challenges. Meet to exceed business objectives
- Quick absorb and retain new information and procedures.
- Ability to organise & prioritise workload within any setting
- Completing all tasks in a timely, organised and professional manner
- Ability to communicate effectively in English, both orally and in writing
- Ability to pick up new skills and knowledge quickly
- Self-confident and rational
- Able to work on multiple projects simultaneously
- Able to work closely with other professionals as part of a team.
- Thinking laterally to create options and solutions.
- Create new way to analyse open questions in patient satisfaction survey which increase patient satisfied
- Manage new standard required for JCI, (physician performance evaluation) PPE and met the

criteria.in the JCI survey.

- Manage the online courses for all employees and achieve 100% of completed courses by the end of each month.

Skills & Ability

- Computer: MS Excel, Word, Power Point, Access
- Google & G suite
- SPSS
- Adobe Primer
- Languages: Arabic & English
- Basic Healthcare Terminology
- familiar with JCI standards

Personal details

Date of Birth	:	1 June 1983
Gender	:	Female
Nationality	:	Saudi

REFERENCES – Available on request.