

Fatima Abkar

Customer Service & Administrative Professional in Medical Complex Environments

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PROFESSIONAL SUMMARY

An ambitious and results-driven professional with over a decade of extensive experience delivering comprehensive administrative support and exceptional customer service within medical complexes. Dedicated to optimizing operational efficiency, maximizing productivity, and leading cross-functional teams toward success. Driven by a continuous passion for career development and implementing industry-standard best practices in Human Resources management and corporate government platform operations.

PROFESSIONAL EXPERIENCE

Administrative Assistant, HR Assistant & Procurement Support | Hayati November 2023 - October 2025
Care Medical Company - Jazan

- Managed daily administrative operations and human resources processes with high efficiency, significantly boosting overall organizational and functional performance.
- Led and supervised the verification and medical screening processes for expatriate labor across all regulatory stages.
- Assisted in procurement workflows and conducted direct negotiations with pharmaceutical vendors to secure optimal pricing and superior quality, enhancing profit margins and detailing outcomes to executives.
- Oversaw talent acquisition pipelines and precisely drafted employment contracts in strict compliance with Saudi Labor Law, strengthening institutional compliance and workforce retention.
- Executed comprehensive personnel procedures utilizing electronic government portals, including Qiwa, Muqem, GOSI, Mudad, and Government Platforms Management, ensuring full corporate compliance with KSA laws.
- Supervised the onboarding, training, and strategic professional development of newly hired personnel while enforcing alignment with labor regulations.
- Cultivated robust strategic partnerships with external entities and market stakeholders to advance corporate benchmarks and expand regional market presence.

Patient Care & Reception Specialist | Baashen Medical Complex - Jazan February 2015 - February 2022

- Welcomed patients and visitors, directed inquiries, and finalized registration workflows and medical file creation with speed and high precision.
- Administered corporate health insurance systems efficiently, processing and securing fast medical insurance approvals.
- Demonstrated adaptive leadership and collaborative teamwork principles to guarantee fluid day-to-day healthcare service delivery.
- Managed switchboard operations, answered inquiries, and provided top-tier professional customer service within the healthcare sector.
- Organized and archived physical and digital medical/administrative records systematically to ensure rapid retrieval and absolute data confidentiality.
- Maintained rigorous compliance with labor laws and medical ethics guidelines, fostering an ethical and lawfully compliant workspace.

EDUCATION

Bachelor's Degree in Arabic Language | Jazan University - Jazan 2014

Diploma in Programming Technology and Databases | Jazan University - Jazan 2013

CORE SKILLS

- Healthcare Customer Service, Professional Communication, & Tactful Public Relations.
- Personnel Procedures & Corporate Electronic Transactions via Saudi Government Portals (Sehaty, Qiwa, Muqem).
- Advanced Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) & Executive Report Writing.
- Meeting Administration, Workplace Organization, Rigorous Discipline, & High-Performance Teamwork.
- Continuous Self-Development & Fast Learning Agility for Dynamic Operational Methods.

LANGUAGES

Arabic: Native (Full Proficiency) | **English:** Professional Working Proficiency

TRAINING COURSES & PROFESSIONAL CERTIFICATIONS

Government Platforms Management, Human Resources (HR) Management, Quality Management, Administrative Supervision, Executive Leadership, Labor Culture according to Saudi Regulations, Labor Dispute Settlement, Teamwork Skills, Professional Career Development, Remote Work Culture in Administration, Business Planning, Customer Care Excellence, Complex Problem Solving, Decision Making, Workplace Communication Methods, Keys to Effective Negotiation, Microsoft Office Applications Mastery, Delegation Skills, Mentoring & Administrative Guidance, Successful Workplace Communication, Modern Management Strategies, Executive Secretarial Skills, Positive Personality Building, Goal Setting.