**Personal Profile**

Experienced in administration having completed a supported one-year internship at Moorfield’s Eye Hospital followed by paid roles in their patient bookings department. I have worked in several different areas in the hospital, including the Executive Offices assisting the PA to the CEO, the Infection Control department and with the Data Quality team. I have strong organizational, communication and teamwork skills and am confident with a range of tasks including data entry, appointment booking, minute taking, and assisting with audits. I can work independently and under pressure to complete tasks within a set time.

Worked in bank jobs temporary as well.

**Key Skills**

* Excellent computer skills and confident using Microsoft Word and PowerPoint
* Strong verbal and written communication skills, honed through various patient facing roles
* Reliable and completes all tasks to a high standard
* Great attention to detail when recording or processing patient data
* Good at learning new skills and always keen to learn new things

**Employment History**

**Admin temp bank-WHITTINGTON Highgate wing level 4(temporary contract)**

**April 2022-**

**Roles and responsibilities**

**Make patients referrals**

**Admin bank -WHITTINGTON crouch end center (temporary contract)**

**April 2022-june 2022**

**Roles and responsibilies**

* **Use Rio outcome patients with excel spreadsheet**

**Admin bank- WHITTINGTON (temporary contract**

**March 2022-April 2022**

**Roles and responsibilities**

* **Use ice and care flow put patients on waiting lists**

**Admin bank-WHITTINGTON (temporary Contract)**

**November 2021-March 2022**

**Roles and responsibilities**

* **Pull out notes from cupboard and put them on spreadsheet (deceased patients separate)**
* **Label and put notes boxes iron mountain only to be collected**
* **Any admin duties required**

**Bank Admin - Whittington Hospital – DESMOND (Temporary contract)**

**May 2021 – January 2022**

Roles and responsibilities:

* Discharge patients if referral not responded to or patient declined session
* Phone patients if interested in online diabetes Desmond session and book onto upcoming sessions, if not discharge
* Send out blood test forms with different colours for corresponding areas: green for Whittington and purple for North Middlesex
* Email more forms to rest of administration team if needed
* Check the answer machine for messages every Friday, and email the person who the message is referring to

**Bank Admin and Clerical Assistant - Whittington Hospital**

**December 2020 - March 2021 (Temporary contract)**

* Taking patients temperature
* Printing and filling out Covid-19 questionnaires or ask patients to complete them
* Telling patients to take a seat if waiting for a blood test
* Asking patients to wait at reception for podiatry, physio, and dentist

**Bank Outpatient Coordinator - Moorfields Eye Hospital, Admin Hub**

**September – October 2020 (Temporary contract)**

* Printing and dispatching letters to patients efficiently
* Transporting documents between different departments
* Disposing of confidential documents in a timely way according to procedures
* Returning patient notes to file in the library

**Bank Appointment Coordinator - Moorfields Eye Hospital, Booking Centre**

**January 2020 – March 2020 (Temporary contract)**

* Contacting other services via email to pass on referrals
* Booking patients into the appointment system
* Following up with GPs regarding patient referrals
* Scanning and processing documentation
* Assisting the team with any ad hoc duties as required

**Data Quality Assistant - Moorfields Eye Hospital, Data Quality**

**April 2019 – July 2019 (Internship)**

* Using the PAS system to locate patients’ details
* Using the PDS system and national databases to compare and edit patients’ information
* Observing and assisting the team with audits

**Admin Assistant - Moorfields Eye Hospital, Infection Control**

**January 2019 – April 2019 (Internship)**

* Assisting with audits in the hospital and reporting back the findings
* Liaising with the post room and distributing mail to the department
* Checking the answering machine daily, taking down and relaying messages to the team
* Taking down minutes during meetings (completed a minute-taking course)

**Admin Assistant - Moorfields Eye Hospital, Executive Office**

**October 2018 – December 2018 (Internship / temporary contract)**

* Retrieving the post every morning and stamping it with the date it was received
* Emailing the medical records library to request notes to photocopy for solicitors
* Using the track and trace section on PAS to track medical notes
* Photocopying medical notes and preparing them to be sent to solicitors
* Using the Royal Mail tracking website to track letters that have been sent out and inputting these details onto an Excel Spreadsheet
* Typing up letters to solicitors that need to be sent with any medical notes requested

**Junior Admin Assistant - ThinkForward UK (Youth Charity)**

**June – July 2018 (Work experience)**

* Organising and restocking the stationary cupboard, rearranging and labelling items
* Printing, photocopying and laminating documents under a set deadline for committee meetings and youth workshops
* Using a number order system to sort through document files correctly
* Using Excel spreadsheets to input data to be passed onto the data team to pull reports
* Communicating internally with all staff members to create name badges and lanyards
* Regular shredding system in office which included communicating with staff weekly to be able to collect paper on a set day to be done all together

**Education**

**Samuel Rhodes Secondary School, September 2012 – June 2018**

* Maths & English Entry Level 3
* Creative Media and Performance Art Entry Level 3
* Home Cooking skills and Fashion & Clothing BTEC Level 1
* ASDAN qualification Bronze

**Hobbies and Interests**

I enjoy being creative, learning new things and listening to different types of music. I also enjoy going shopping, spending time with my family and friends and meeting new people.

**References available upon request**