

Huda Haroon

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8 St Helen's avenue Swansea Sa14nd

Lori Cornelius-Evans
Swansea bay health board
Singleton hospital

01/07/2020

Re: Application for Administrative Assistant Role

Dear Miss Lori,

I am writing to apply for the Administrative Assistant Role at GP surgery as advertised on NHS jobs website, and to explain why my skills and experience would make me a strong Candidate for this position.

With over 3 years working in administrative roles for various office based environments, I have developed a strong understanding of the admin skills and have experience working in NHS environments i understand the values of that big company towards employee and patients

With over 2 years in administrative assistant for medical secretary and Receptionist in GPOOH service in wales worked in 3 different bases, build my knowledge and skills regarding administrator. I have developed a strong understanding of the documents, procurement, filing and making reports, typing ketters, handle medical records all administration requirements of the sector. Knowing that National health service NHS is such a big compony, I would be delighted to work to support your company ambitious plans.

I had been working with in the Gp out of hour service where i have undertaken all related training. I had to show my multi-tasking ability to perform my duties along with problem solving in the absence of supervisor. As a management scholar I am capable of implementing the management process in to the job to achieve the goal of the service. I am always keen to be efficient at work by using all the resources wisely and taking right decision on right time.

As an administrative assistant, I believe I can play an important role as apart of your team.

I am dedicated in providing the highest level of service at all times.

I would be delighted to answer any questions about my skills and experience at interview and look forward to hearing from you soon.

Kind regards,

Huda Haroon

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Objective

A highly motivated, dynamic and ambitious individual with a wide range of experience persistently endeavouring to acquire new skills whilst encompassing the ability to work using own initiative or as a part of a team, also understanding the importance of good customer relations. Enthusiastic, goal oriented and 'result driven', readily embraces a challenge and has the proven ability of successfully prioritising workload to meet business needs and deadlines. A skilled problem solver, maintaining a professional appearance and providing a positive company image to the public, now wishing to apply existing skills and experience to a demanding role, with the possibility of further professional development in administration field and customer focus environment.

Experience

- **Swansea bay health board (NHS)**

21 July 2019 - 22 Feb 2020

Receptionist

I recently work with GPOOH Service where i have undertaken all related training. I managed to work with alk GPs and Clinical lead where i had to show my multi-tasking ability to perform my duties along with problem solving in the absence of supervisor. I worked a good number of shifts by myself where i had to prioritise my task and take effective decision by liaising with clinical manager. As a management scholar i am capable of implementing the management process into the job to achieve the goal of the service. I am always keen to be efficient at work by using all the resources Wisely and taking right decison on time.

- Providing a reception service for patients who attend the GP out of hours service on their arrival at the PCC.
- Providing a professional response to all health professionals who contact the service in person or by telephone. Calls may be received from Hospital staff, Paramedics, Community Nursing Staff, ED Clinicians.
- Managing walk in patients and patients referred from the Emergency Department in accordance with agreed protocols.
- Developing good working relationships with OOH GPs, staff in the call Handling Centre and other health professionals who contact the service.
- Dealing with general telephone enquiries and to refer those requiring patient care /advice to nursing staff.
- Entering patient details on the Adatastra system ensuring that the WDS look up is completed to obtain patients 'NHS' numbers.

- **ABMU Health board NHS, Wales, UK.** May2019 - July2019
 Admin and clerical trainee

 - Respiratory ward (AMBU Health board NHS, wales.uk) medical secretary assistant:(may2019-july2019)
 - Manage and maintain filing system for Medical secretary.
 - Perform various duties within the system and follow protocols.
 - Planning work schedules for individuals and team.
 - Use of WPAS to check patient details and locate case notes, Tracking patient notes to different departments
 - Using WPAS.
 - Printing and filing of discharge summaries, filing of results+ clinic letters into patient case notes.
 - Keeping an up-to-date filing system for correspondence.
 - Compliant with ESR staff training modules.
 - Send files back to relevant department follow the WPAS electronic system.
 - Arrange clinic follow up for next day for doctors arrange appointment.
 - Arrange filing system alphabetically for staff orders stationary and manage all admin stuff.
 - As a admin assistant of medical secretary help audio typing for recorded letters to handle work load.

- **African community centre** 2018 - 2019
 Admin assistant

 - Greetings and meeting visitors to the centre.
 - Helping visitors complete appropriate forms.
 - Using spreadsheets for capturing data.
 - Handle travel tickets for clients.
 - Taking phone calls and handle queries.

- **Swansea council (C&CS)** 2018 - 2018
 Administration
 Formulated templates.
 Produced labels.
 Printing and photocopying documents.
 Use of internet for procurement purposes
 Storing files compliance with Data Protection.
 Collection and delivery of incoming /outgoing mail Compiling files ready for clients data/information.

- **EYST non-profit organisation** 2017 - 2018
 Receptionist

 - Meeting and greeting clients and visitors
 - Answering incoming calls and transferring them as appropriate
 - Keeping a log of incoming calls
 - Arranging meetings and appointments
 - Providing PC support for clients
 - General Admin duties

Education

- **Panjab University (Pakistan)** 2002
Bachelor degree
B
- **University of computer and technology** 2003
INFORMATION TECHNOLOGY
B
- **City and guild** 2017
ESOL
A
- **Computer aid swansea** 2018
Excel level 1
- **Activia learning online** 2019
Access to databases
- **Terrace road primary school** 2016
Mend/accredited course
- **Women group** 2017
Effective signposting

Skills

- Computer literate, confident using Microsoft Packages Data Protection Client Confidentiality Team working skills Organisational and planning skills Problem solving skills Customer service skills Mentoring and supervisory skills Work Permit

Interests

- Surfing Internet
- Enjoy social events and activities
- Love gardening
- Reading books, spending time with family.

Reference

- **Lori cornelius-Evans - "ABMU GPOOHS service, NHS. "**
Assistant operational Lead GPOOH
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