

Raghob Babqi

Business Administration & Patient Experience

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OBJECTIVE

An ambitious Hospital Administrator with a strong background in health services and patient experience. Seeking for an opportunity in a distinguished organization to utilize my knowledge and skills. I am a dedicated person aiming to achieve optimum utilization of resources and manage the work properly.

EDUCATION

University of Jeddah

Sep 2015 – Nov 2018

BACHELOR OF HEALTH SERVICE AND HOSPITAL ADMINISTRATION

- An excellent first honor student with (GPA – 4.96 / 5).
- Received 5 excellent academic awards.

EXPERIENCE

Dr. Samir Abbas Hospital

Patient Experience Officer

August 2024 – Present

- Improve Patient Satisfaction by monitoring and enhancing patient experiences across all touchpoints.
- Handle complaints and feedback by addressing concerns and complaints promptly and professionally.
- Develop Service Standards by helping in design and enforce service quality standards and policies.
- Providing regular reports and suggest strategies to improve patient engagement and outcomes.
- Collaborate across departments by working with clinical and non-clinical teams to ensure consistent service.

Support Service Officer

Jan 2019 – July 2024

- Managed all hospital facility and patients' rooms requirements to increase patient satisfaction.
- Facilitated the process of the operations including housekeeping, maintenance, food services and IT.
- Following up with several departments within the hospital to server the patient in short processing time.
- Receiving and solving the patients claims and the problems.

King Faisal Specialist Hospital and Research Center

Record Management Trainee

Jun 2018 – July 2018

- Managed the records outpatient chart processing at the medical records department.
- Prioritized the records and transacted between the Riyadh and Jeddah.
- Resorted and checked the medical records with a systematic method.

LICENSES

- Specialist-Health administration Saudi Commission for Health Specialist.
- Basic life support (BLS) provider.

CERTIFICATES

- **IMC** - Plan and hypothesis of Internal disaster in Hospital.
- **IMC** - Security Advisor and training courses for security and safety.
- **DSAH** - Risk Assessment Lecture.

VOLUNTEERING

- **Keswa Aisha** – Volunteer **2018 May – 2018 May**
- **Al Mashfa Hospital** – Volunteer as a receptionist **2013 May – 2013 Jun**

SKILLS

- **Technical Skills:** Patient Experience, Hospital Administration, MS Office & Power BI.
- **Soft Skills:** Analytical, Problem-solving, Management, Critical Thinking , Communication and Leadership.
- **Languages:** English and Arabic