



**Ameenah al Kalani**

**Abu Dhabi, UAE**

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## PROFESSIONAL SUMMARY

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Accomplished Human Resources (HR) professional with over [1] years of experience in managing and executing HR strategies to enhance organizational performance and employee satisfaction. Adept at developing and implementing HR policies, recruitment processes, and employee engagement programs. Skilled in fostering a positive work environment, ensuring compliance with labor laws, and driving talent acquisition and retention initiatives. Proficient in HRIS systems, performance management, and conflict resolution. Known for strong interpersonal and communication skills, strategic thinking, and a results-oriented approach to achieving organizational goals.

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## PERSONAL INFO

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- Nationality: United Arab Emirates
- Gender: Female

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## EXPERIENCE

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**Patient and Family Officer**  
**Amana Healthcare Center Mubadala**

**| Jun 2020 – Present**  
**| Abu Dhabi, UAE**

- Serve as the primary liaison between patients, their families, and the healthcare team to ensure a seamless and positive care experience .
- Proactively address patient and family concerns, complaints, or requests in a timely and empathetic manner, escalating issues to management as needed .
- Coordinate with clinical and support staff to organize patient education sessions, support groups, and recreational activities that promote patient well-being and family involvement .
- Maintain detailed records of patient interactions, feedback, and resolutions to identify service trends and implement continuous improvement initiatives .
- Foster a culture of patient-centered care by advocating for the needs of patients and their families and collaborating cross-functionally to enhance the overall healthcare experience

**Human Resources Management**  
**Mazon parking company**

**| May 2013– May 2014**  
**| Abu Dhabi , UAE**

- Generalist responsibilities recruitment, performance management, and employee relations.
- All recruitment and hiring tasks for new employees
- Attracting and recruiting suitable candidates to fill vacancies in the organization

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### QUALIFICATIONS

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|---|---------------|
| - Coach In family development   | 2024-To date  |
| - BA (IN Process) University of<br>Alain – Abu Dhabi-UAE                                | 2015-To date: |
| - Diploma in Human Resource Management –<br>GPA 2.99% in Emirates College of Technology | Jun 2013      |
| - High School – GPA 73%   | Jun2002       |
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### INTERSHIPS

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- Intern, Amana Healthcare, Dec, 2019
  - Intern, Mazon parking company, May 2013
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### DIGITAL SKILLS

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- Advanced Computer Proficiency
  - Microsoft Office
  - Internet and Emailing
  - Arabic and English Typing
  - Email Communication
  - E-Learning Management
  - Social Media
  - Innovation with New Technologies
  - Digital Project Management
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### PERSONAL SKILLS

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- Social and Emotional Intelligence
  - Active Team Member
  - Attention to Details
  - Creative Problem Solving
  - Initiative & Leadership
  - Organizational Skills
  - Competitive and Adaptable
  - Multitasking
  - Effective Communication
  - Active Listening
  - Time Management
  - Attention to Detail
  - Self-Confidence
  - Relationship Building
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### Language

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- Arabic: Mother Tongue
  - English: Advan
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### REFERENCES

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- Available Upon Request