

# SOMAYEH SHAFIEI

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## SUMMARY

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I am a dedicated and experienced Project Coordinator with a strong background in healthcare administration and project management, driven by a passion for enhancing healthcare systems and operational efficiency. My extensive experience in project management, quality improvement, and data management, combined with my ability to build positive relationships and collaborate with internal and external stakeholders, make me a valuable asset.

## SKILLS

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- Project management (Agile & Waterfall)
- Data management and Visualisation
- Documentation and reporting
- Leadership and Time Management skills
- Communication and Stakeholder Engagement
- Strong Organizational and Critical thinking Skill
- Microsoft Office (Excel, PowerPoint, Share point,...)
- Microsoft Power BI, Project, and SQL
- Familiar with Lean 6S and other QI Methodology
- Languages: English, French, Persian

## PROFESSIONAL EXPERIENCE

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### **Pinecrest-Queensway Community Health Centre/** Ottawa, Ontario, Canada

*Administrative assistant*

*October 2023- Present*

- Assisting in maintaining the database by entering data, generating reports, and supporting analysis
- Maintaining resource lists, log, and enter client information into central database as necessary.
- Maintaining a ready-to-use supply of forms required for staff or programs.
- Providing support to clients of team members as needed

### **Bruyère Hospital /**Ottawa, Ontario, Canada

*Unite Support Worker*

*September 2022 – April 2023*

- Effectively communicated with and met the needs of stakeholders, including managers, nurses, and healthcare professionals
- Implemented the Ambassador Program to enhance the patient experience and facilitate smooth transitions
- Assisted patients in completing service equality questionnaires to capture their feedback accurately
- Assisted in training and orientation programs for new volunteer members joining the unit

### **Shafa Hospital /** Isfahan, Iran

*Project Coordinator*

*August 2017 – July 2021*

- Led end-to-end projects, ensuring on-time and within-budget delivery
- Collaborated with diverse teams to define project goals, scopes, and deliverables
- Conducted regular status meetings, addressing issues and keeping stakeholders informed
- Monitored progress, mitigated risks, and implemented corrective actions for project success
- Fostered effective communication within and outside the organization.
- Managed project documentation for compliance and streamlined processes.

### **Shafa Hospital/** Isfahan, Iran

*Quality Improvement Specialist*

*September 2013 – July 2017*

- Worked closely with Quality Improvement Committee and other staff to coordinate data collection and to conduct analysis
- Analyzed data and identify opportunities for quality improvement
- Collaborated with healthcare providers to identify and resolve issues
- Established clear guidelines and standards for all staff to follow in order to meet accreditation requirements

## EDUCATION

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### **M.A., System Science**

*University of Ottawa / Ottawa, Ontario, Canada*

*April 2023*

### **B.A., Health Administration**

*University of Medical Sciences / Isfahan, Iran*

*September 2012*

## PROJECTS

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### **I Can Be Well (Medical Application)/ Ottawa, Ontario, Canada-Internship Project**

*Project Assistant, and Content Management Tools Specialist*

*January 2023 – April 2023*

- Supported project tracking and adherence to timelines as well as identified and addressing potential bottlenecks in deliverables
- Assisted in preparing project status reports and progress updates for management and stakeholders
- Managed and maintained content and usage data
- Analyzed and transformed usage data into insightful Power BI dashboards to understand customer behaviour

### **System Integration in operation room**

- Studying System Integration of operation room to understand how systems and subsystems work together to deliver a better service to patients

*Winter 2023*

### **Simulation of Hospital Day Clinic Queuing System**

- simulating a four-server day clinic to understand patient's waiting time and service time

*Fall 2022*

## CERTIFICATION

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Project management Course provided by Fanavaran Institution

*March 2023*

Project Management Professional (PMP): In Process

*November 2023*