



Anifa Sanches

Professional Experience

September 2023 – Present - Technical Assistant in the Emergency Department | Beatriz Ângelo Hospital, Loures

- Patient admissions in the emergency department
- Information desk and administrative tasks
- Accompanying family members during visiting hours
- Scheduling urgent and non-urgent patient transport
- Document management
- Directing patients to medical offices

September 2020 – September 2023 - COMUNILOG Training Consultant

- In-person and telephone inquiries and sales
- Monitoring trainees
- Document management
- Course enrollment management and internship guidance

November 2021 – December 2022 - Social Work Internship - Association Luiz Pereira Motta

- Informal conversations with users and professionals
- Reviewing social cases
- Participating in the creation of social support cases
- Assessing socio-occupational needs
- Attending initial interviews
- Participation in occupational activities
- ERPIS surveys
- Conducting cognitive stimulation activities

Training Courses

- Time and Stress Management – 2022 | COMUNILOG
- Leadership, Management and People Development – 2022 | University Aberta
- Intercultural Competency – 2022 | National Institute of Administration
- Initial Trainer Training (CCP) – 2021 | COMUNILOG
- Practical Coaching Course – 2021 | COMUNILOG
- Search Inside Yourself – Emotional Intelligence and
- Mindfulness – 2021 | COMUNILOG

Academic Background

2023 – Bachelor's Degree in Social Sciences - Minor in Social Work – University Aberta

Skills

- Ability to Motivate and Empower
- Empathy
- Communication
- Conflict Management and Mediation
- Organization
- Adaptability
- IT Skills: Basic User
- Driver's License: Category B

Contacts

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Location: Loures – Lisbon - Portugal

Dear Admissions Committee,

I am writing to express my interest in the Master's program in Digital Transformation Management in Healthcare. With a background in Social Sciences and hands-on experience in both social work and healthcare administration, I am eager to explore how digital innovation can improve service delivery and patient care.

Currently working in the emergency department at Hospital Beatriz Ângelo and having completed a social work internship, I have seen the importance of efficient systems and human-centered approaches in healthcare. This program aligns perfectly with my ambition to contribute to the modernization and integration of digital tools in health services, ensuring better outcomes for patients and institutions.

I am committed, adaptable, and deeply motivated to be part of this transformation. I would be honored to join your program and further develop my skills to lead meaningful change in the healthcare sector.

Thank you for considering my application.

Sincerely,
Anifa Sanches