



DR. MUNAZZA SAEED

HEALTHCARE OPERATIONS MANAGER

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EDUCATION

Diploma in Health Administration

BTTE Pakistan
(2014-2015)

Doctor of Physical Therapy

Sarhad University Pakistan
(2015-2020)

CERTIFICATIONS

Medical & Clinical Administration

CPD-UK (10 CPD Hours)
(2024)

Healthcare Project Management

AstraMedic Institute (UK)
(2024)

Healthcare Digital Marketing

AstraMedic Institute (UK)
(2023)

PROFILE SUMMARY

- 4 years of experience in healthcare administration and operations.
- Expertise in Project/**Business Development**, Medical & Clinical Administration, **Scheduling**, Budgeting, Patient care optimization, and healthcare digital marketing.
- Skilled in Problem Solving, Strategic Planning, **Microsoft Office**, **Hospital Management Software**, **EHRs**, **eHealth**, **Budgeting**, **Project Development Software**, **Team Management Software**, and have basic Skill in **Medical Billing** and **Insurance Claims**.
- Confident with Strong **Communication Skills (English & Urdu)**.
- Ability to drive market growth and implement **innovative Healthcare Solutions**.
- Strong focus on enhancing patient satisfaction and Day-to-Day **operational efficiency**.
- Seeking to apply **leadership skills** in UAE healthcare sector.

EXPERIENCE

AstraMedic Solutions (Pvt) Ltd. Healthcare Operations Manager

SEP 2023 - PRESENT

- Spearheaded the development and execution of the company's strategic initiatives.
- Managed a budget of 2 million, ensuring financial stability and profitability through careful planning and resource allocation.
- Led a diverse team of over 50 employees, fostering a culture of innovation, collaboration, and high performance.
- Managed Multiple Teams, Investments and market expansion of products & Services.

Saeed International Hospital Health Services Manager

April 2022 - August 2023

- Oversaw patient care, coordinated with doctors, vendors, paramedic staff and implemented strategies to enhance overall **quality care and Business Development**.
- Enhanced patient flow and referrals Conducted Liaisons for empanelment

Shafi Medical & Rehab Complex Health Services Manager

October 2020 - March 2022

- Awarded with "**Employee of the Month**" due to outstanding and dedicated performance.
- Managed Hospital Management Software, and empaneled organization at different platforms including insurance companies, patient booking websites and enhanced patient flow up to 50%.

SPECIALIZED SKILLS

MANAGEMENT SKILLS

- **Healthcare Management & Administration:** Expert in optimizing healthcare operations and ensuring compliance for improved outcomes.
- **Leadership & Team Management:** Proven leader in guiding interdisciplinary teams to achieve high performance and innovation.
- **Strategic Planning & Execution:** Skilled in developing and executing strategies that drive growth and market leadership.
- **Patient Experience Enhancement:** Adept at implementing patient-focused solutions that increase satisfaction and referrals.
- **Project Development & Management:** Delivered complex projects on time and within budget, exceeding expectations
- **Budget Management:** Successfully managed budgets, ensuring financial stability and growth.

DIGITAL SKILLS

- **Digital Marketing & Social Media:** Leveraged digital marketing to boost brand visibility and client engagement.
- **Healthcare E-commerce:** Led successful online medical equipment sales, enhancing revenue through digital platforms.
- **Project Management Software:** used Trello software for efficient task and project management.
- **Hospital Management Software:** Experienced in hospital information systems, improving workflow automation and data management.
- **Inventory Management Software:** Experienced in online Inventory control system i.e. Zoho
- **Market Expansion:** Led market growth strategies to identify opportunities and drive product expansion.
- **Graphic Design & Content Creation:** Creative in developing visuals and content that enhance patient engagement and brand presence.

PROFESSIONAL PROJECTS

AstraMedic Home Health Services

- Enhanced Patient Flow by 80% through tailored home healthcare services, including Physiotherapy, Nursing and general medical check-ups.
- Implemented Cost-Effective Care Packages, increasing patient retention and satisfaction while optimizing resource allocation.

AstraMedic Institute of Health Administration

- Launched Healthcare Courses with 300+ participants, enhancing skills in Healthcare Administration, Digital Marketing, and Project Management.
- Boosted Course Completion by 80% through engaging, industry-relevant healthcare programs

Hospital Architecture and Interior Designers

- Completed three interior projects followed by complete feasibility study. Supervised 2D, 3D and mood boards.

- Consulted clients and completed their projects with high satisfactory rate.

Medical E-commerce Store (Retail)

- Increased Online Sales through the strategic development and management of an e-store.
- Expanded Product Portfolio to include a wide range of Physio Equipment, and surgical disposables, enhancing client satisfaction and drove revenue growth by 40%

ADDITIONAL INFORMATION

Languages: English (Fluent), Urdu (Native), Arabic (Basic)

Awards/Activities:

- Got **Employee of the Month** Award at SMRC

Interests: Healthcare Innovation, Entrepreneurship, Home Healthcare Advancements, Medical Equipment Trends, Digital Marketing in Healthcare

REFERENCES

✓ **Muhammad Arslan**

Chief Executive Officer

AstraMedic Solutions **Islamabad, Pakistan**

m.arslan@astramedicsolutions.com

✓ **Dr Rabia Iqbal**

Senior Physical Therapist

Wellness one Day Surgery **Abu Dhabi, UAE**

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✓ **Dr. Farrukh Shahzad**

Chief Executive Officer

Shafi Medical & Rehab Complex **Islamabad, Pakistan**

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