

Viquaruddin Syed

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Objective

Sales & Operations Manager with 13+ years of experience in Hospital and Healthcare industry, with an acumen to apply Business Administration & Sales knowledge to overview and tap into corporate world for potential business growth. Excellent interpersonal skills to relate and coordinate with all levels of management, colleagues and customers at same pace. Dedicated to exceptional customer care services by building good rapport with colleagues and working as an enthusiast team builder towards achieving a common goal of organization. Extraordinary public relation building skills to oversee and maintain good relations with contracted State Government organizations including GHQ UAE.

Skills & Abilities

MANAGEMENT

- Organized regular CMEs.ISO Certified Auditor for Internal Quality check

OPERATIONS

- Best Employee at New Life Hospital (Thumbay Hospitals, Hyderabad, India) – 2008 & 2010; for having achieved outstanding results as Operations Manager & Insurance Affairs In charge.

COMMUNICATION

- Excellent in Microsoft Word, Excel and Power point on version 2013.

LEADERSHIP

- ISO CERTIFIED AUDITOR.

Experience

INTERNATIONAL BUSINESS DEVELOPMENT MANAGER (MIDDLE EAST & AFRICA) EASTERN CLINICAL LABORATORIES, AN EASTERN BIOTECH GROUP | DUBAI, UAE | APRIL 2019 TO JANUARY 2020.

BUSINESS DEVELOPMENT MANAGER | STAR METROPOLIS CLINICAL LABORATORIES (RAK HOSPITALS), AN ARABIAN HEALTHCARE GROUP, DUBAI, UAE | 2017 TO MARCH 2019.

Served as a key member of the Business Development team charged with formulating strategic direction and devising business development initiatives consistent with overall strategy. Travelled nationally & internationally to identify new business opportunities and effectively managed a territory spanning across the MENA Region. Planned and executed marketing strategies including local medical lab tie- up's. Cultivated business partnership, built a successful pipeline and created new sales opportunities.

- Responsible for the overall management of all strategic and Operational Marketing & Customer Relationship activities.

- Take ownership of the management for Operations, Sales, and Marketing functions of business drive increased revenue and profit to achieve the company's ambitious growth and manage cost wherever possible.
- Working to strength targets to adopt a professional and knowledgeable approach to each new business planning and coordinating the implementation of business plans and the penetrating of new markets establish presence at new markets including Kenya, Ethiopia, Kuwait, Qatar.
- Locates or proposes potential business deals by contacting potential partners discovering and exploring opportunities.
- Develops negotiations strategies and positions by estimating partner's needs and goals.
- Closes new business deals by coordinating requirements developing and negotiating contracts integrating contract requirements with business operations.
- Protects organization's value by keeping information confidential.
- Enhances organizations reputation by accepting ownership for accomplishing new and different requests.
- Generate new sales opportunities by developing relationship with new and existing clients through individualized account management and managed regions across UAE, KUWAIT, QATAR, KENYA, ETHIOPIA.
- Forecasted and reviewed existing client's contracts and created comprehensive reports for each targeted region on quarterly and annual basis.

COUNTRIES VISITED FOR BUSINESS.

AFRICAN COUNTRIES: - **KENYA, TANZANIA, UGANDA, ETHIOPIA.**

GULF COUNTRIES :- **QATAR, KUWAIT, OMAN, BEHRAIN,**

CHIEF CONSULTANT | NEW LIFE HEALTHCARE CONSULTANCY, HYDERABAD, ANDHRA PRADESH, INDIA | 2015-2017

- Designed and implemented business strategies, plans and procedures to grow business.
- Established policies that promote tie-up with hospitals and nursing homes.
- Oversee operations of all clinical departments, allied health service departments & functional diagnostics of contracted hospitals and nursing homes.
- Established public relations with partners in new projects and manage with the vendors of existing contracts.
- Provided strategic direction and operational efficiencies.
- Managed and motivated team towards target set for the unit.
- Track center revenue and cash flow management.
- Tie up with TPAs, Insurance companies.
- Empanelment between Central Government, State Government and other agencies, liaison for approvals.
- Agreement with State Government to promote Health awareness programs.

OPERATIONS MANAGER & CENTER HEAD | AL MASHAHER MEDICAL CENTRE, MUHAISNA, DUBAI, UAE | 2014-2015

- Ensured organization maxim of "We care for you".
- Ensured smooth functioning of departments as per laid down process flow and SOPs.

- Executed stock check for inventory management.
- Introduced new concept of Total Rewards for employee engagement.
- Empanelment of all TPAs under our banner.
- Agreement with Aafiya Insurance Company for “Gatekeeper Policy”.

OPERATIONS MANAGER & INSURANCE AFFAIRS INCHARGE | NEW LIFE HOSPITAL, HYD | 2005-2014

- Completed special projects by organizing and coordinating information and requirements; planning, arranging, and meeting schedules; monitoring results.
- Maintained continuity among corporate, division, and local work teams by documenting and communicating actions, irregularities, and continuing needs.
- Maintained professional and technical knowledge by attending educational workshops ,benchmarking professional standards, reviewing professional publications and establishing personal networks.

ASSISTANT MANAGER (BUSINESS DEVELOPMENT) | IMAGE HOSPITAL, HYD | 2003-2005

- Formulating independent marketing plan for the Clinics & GP's.
- Maintaining Corporate Clients & Maintaining their profiles.
- Follow up with the new & existing clients for any new requirements.

EXECUTIVE | MEDWIN HOSPITAL, ABIDS, HYDERABAD,A.P. | 2001-2003

- Manage cash billing & credit billing, assisted all general administration works.
- Full fledge in-charge of Back hand Office & Front Office.

Education

BBA - Chhattisgarh University - Hyderabad, Andhra Pradesh, India.

**Viquaruddin Syed,
Hyderabad, India.**