

## RESUME



| PERSONAL DETAILS              |   |
|-------------------------------|---|
| <b>Name</b>                   | Ng Jun Xiong  |
| <b>Age</b>                    | 33  |
| <b>IC Number</b>              | 901106-11-5091  |
| <b>Date of Birth</b>          | 06 <sup>th</sup> November 1990  |
| <b>Address</b>                | A-17-11, Cengal Condominium, Jalan Sri Permaisuri 3, Bandar Sri Permaisuri, Cheras, 56000, Kuala Lumpur     |
| <b>Gender</b>                 | Male  |
| <b>Nationality</b>            | Malaysian   |
| <b>Mobile Phone</b>           | +6017 9083698   |
| <b>E-mail</b>                 | <a href="mailto:brix4nd@hotmail.com">brix4nd@hotmail.com</a>  |
| <b>Marital Status</b>         | Single  |
| <b>Educational Background</b> | Master of Business Administration (2015-2017)<br>Bachelor Degree of Social Science (Psychology) (2010-2013) |

| DESCRIPTION   |
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| <ul style="list-style-type: none"><li>- 8 years working experience in medical and healthcare industry which included private hospital, private nursing home and private medical clinic</li><li>- Specializing in general administration and operation management, strategic planning of private medical and healthcare facilities as well as MOH licensing matters.</li></ul> |

| Latest Experience  |
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| <b>Operation Manager (2022)</b><br><b>iHeal Medical Centre Kuala Lumpur</b> <ul style="list-style-type: none"><li>- Overseeing the daily operations, manpower, facilities, infrastructures, medical and non-medical equipment of medical centre.</li><li>- Head of Customer Care (Front office, Business office, Customer Service &amp; Concierge)</li><li>- Head of Clinical Support (Pharmacy, Radiology, Laboratory, Diagnostic, Physiotherapy)</li><li>- Head of Support Service (Medical Record, House Keeping, Security, Dispatch)</li><li>- Monitoring and handling all relevant license, certificate, agreement and contract with both government and external party. Liaise with Ministry of Health on all licensing matters such as additional of service, expansion of facilities and renewal of license.</li><li>- Ensure sufficiency of human resources to carry out the provision medical services diligently by reviewing of organization chart, job description, headcount, roster, etc</li><li>- Ensure all medical and non-medical equipment are maintenance in good working conditions through proper scheduled maintenance programme and plans</li><li>- Ensure all medial facilities and infrastructures are well maintained in the aspect of usability, functionality, presentation and cleanliness.</li></ul> |

## Previous Experience

### **Executive Assistant to Operation Director Cum Branch Manager (2020-2021)**

#### **Premier Clinic (Bangsar, TTDI, Mont Kiara, Megan Avenue, Puchong, Cheras)**

- Focusing on operational process improvement in branch level (clinic) and headquarters office (operation, administration, human resource, finance, etc.)
- Reviewing, revising, and establishing clinic's standard operating procedure. Streamline and reduce unnecessary work process/flow to reduce workload and increase efficacy. Then, standardized and implemented across all branches.
- Enhancing clinic management system such as procedure and product charge code, pricing, inventory, authorization, commission, document template, etc.
- Establish comprehensive sales performance reporting according to respective sales category, business unit, employee (in various designation), period, etc.
- Reviewing, revising, and establishing performance management and monitoring including employee's confirmation, annual performance appraisal, key performance indicator.

### **Senior Executive, Corporate Office (2018-2020)**

#### **Sunway Medical Centre Velocity & Sunway Medical Centre Bandar Sunway**

- Special officer to Chief Executive Officer
- Commissioning Team of Sunway Medical Centre Velocity.
- Assisting CEO in the overall commissioning and operations of new hospital included strategic planning, coordinating internal and external stakeholders, monitoring progress, managing issues and risks, reporting and documentation.
- Analyze problems and challenges faced by respective HOD and resolve the issues quickly by providing necessary direction, guidance and coordination on behalf of CEO.
- Identify problems that overlooks by others and potential risk that might occurs during the commissioning of new hospital. Make feasible plan and take necessary action to reduce or minimize the impact of the risks and problems.
- Provide full assistant and support to all HOD to ensure their works can be done.

### **Senior Operation and Sales Executive (2014-2018)**

#### **Econ Medicare Centre and Nursing Home (MOH licensed bed: 161 in KL and 194 in JB)**

##### **Management and Operation Experience**

- Oversee the daily operation of the centre, coordination between various departments and improve daily operation by evaluating, revised and recommending changes on process and procedure to ensure the centre operate in an efficient and effective manner.
- Monitor and handle all relevant license, certificate, agreement and contract with both government and external party. Liaise with Ministry of Health on all licensing matters such as additional of service, expansion of facilities and renewal of license.
- Assist in facilities renovation and maintenance works when required. Manage and supervise vendors and contractors to carry out minor installation, repairs and replacement works whenever needed.

## REFERENCES

Dr Wee Tong Ming

Medical Director

Sunway Medical Centre

Sunway Velocity Branch

Tel: 019-231 6598

Sr Lim Lay Keng

Director of Nursing

Sunway Medical Centre

Sunway Velocity Branch

Tel: 016-337 9089