

Personal Particulars

Name : Adrian Seng Fook Wai Religion : Christian
 Age : 38 Nationalities : Malaysian
 Date of Birth : 29th January 1983 Marital Status : Married
 Contact No. : 019-2187099
 Gender / Race : Male / Chinese Email addresses : adriansengfw@gmail.com

Spoken Language : Chinese, English, Bahasa Malaysia and Russian

Education Background

2017 - 2018	Monash University <i>Master in Business Administration (MBA)</i>
2002 - 2008	Sechenov Moscow Medical Academy <i>Medical Degreee Program</i> <i>Doctor of Medicine (MD)</i>
2001	Taylor's College, Subang Jaya <i>South Australia Matriculation (SAM)</i> <i>South Australian Certificate of Education (SACE)</i>
1996 - 2000	Methodist Boys' School, Kuala Lumpur <i>Sijil Pelajaran Malaysia (SPM)</i>

Working Experiences

Head of Operations, Assistance & Medical Services, Malaysia Jul 2020 - Present Head of Medical Services, Malaysia Jul 2019 – Jun 2020 Medical Services Centre Manager Sept 2017 – Jun 2019	International SOS, Kuala Lumpur Reporting to Managing Director, Malaysia Regional Director of Assistance & Medical Services, Asia Company's Principal Activities A global company that provides medical and travel security services to majority of the Fortune 500 companies, such as medical staffing, assistance, training and consultancy services. Responsibilities: Business Development <ul style="list-style-type: none"> • Devising strategies and ideas to penetrate and expand the Corporate Wellness market • Engaging with Commercial Team to close new business opportunities • Involving in tenders for new contracts and business opportunities • Participating in all Business Reviews with all key clients such as Petronas, Shell, ExxonMobil, TechnipFMC and etc Operations <ul style="list-style-type: none"> • In charge of daily operational issues for the Assistance & Medical Services Business Line for Malaysia • Managing a team of 250 staffs, including doctors, nurses, medical assistants, ambulance drivers, customer service executives, learning & development managers and quality supervisors
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	<ul style="list-style-type: none"> Managing more than 95 sites under the Medical Services Division, including first aid stations, clinics and sickbays Ensuring quality standards, regulatory compliances and company standards are maintained with the assistance of a team of Quality Supervisors Setting up SOP for all units and divisions under the Assistance & Medical Services Business Line for Malaysia Ensuring Clinical Governance is upheld for all sites and management audits are conducted accordingly for all sites <p>Budget & Forecasting</p> <ul style="list-style-type: none"> Preparing the budget, forecast and projections for Assistance & Medical Services Business Line in Malaysia Ensuring Assistance & Medical Services GOP target is met Controlling the direct and indirect cost for Assistance & Medical Services Business Line in Malaysia <p>Product Development and Research</p> <ul style="list-style-type: none"> Development of Corporate Wellness Programme for global companies such as Petronas, Shell and Technip Development of COVID-19 related products & services Involved in research and development of Corporate Wellness Applications <p>Achievements:</p> <ul style="list-style-type: none"> Leading the ISO 9001:2015 certification for the company Leading the Data Protection and GDPR compliance standards certification for the company Leading the ISO 45001 certification for the company Pioneering and leading the Wellness Program development for various global clients in Malaysia Successful deployment of various digital innovation projects such as geotracking applications for Escort Doctors and Medics in Malaysia
<p>Director Feb 2016 – Aug 2017</p> <p>General Manager June 2014 – Jan 2016</p>	<p>Beacon Hospital, Petaling Jaya Reporting to Chief Executive Officer and Managing Director</p> <p>Company's Principal Activities</p> <p>A boutique hospital in the heart of Petaling Jaya, that specialises in Cancer Treatment, Preventive Healthcare and Wellness.</p> <p>Responsibilities:</p> <p>Business Development</p> <ul style="list-style-type: none"> Supervision of the Corporate Division to promote Health Screening Services to GLC, MNC and PLC Devising strategies and ideas to penetrate and expand the Corporate market Setting up of a new Health Program Division to promote Health Screening Programs to the public Setting up a Membership Program for the Health Screening Division. Supervision of the Health Program Division and the Telemarketing Division Supervision of the Wellness Marketing Division to promote Wellness Packages to the public Ensuring the sales target is achieved by all the Divisions Exploring new business opportunities and partnership with relevant partners

	<p>Operations</p> <ul style="list-style-type: none"> • In charge of daily operation issues at the Health Screening Centre with the assistance of the Centre Manager • Managing a team of doctors under the Health Screening Centre • Retention and recruitment of medical staffs, including doctors and nurses • Assisting daily operation issues at the Wellness Centre with the assistance of the Centre Manager • Working with Managing Director to ensure hospital meets necessary regulatory and compliance approvals and quality accreditations • Setting up SOP for all units and divisions <p>Budget & Forecasting</p> <ul style="list-style-type: none"> • Collaborate with all divisions & departments in relation to departmental budget, forecast or projections • Prepare the Group Budget & monthly Group Financial Forecast or Projections • Ensure that Group budgets & forecasts are realistic for decision making <p>Product Development and Research</p> <ul style="list-style-type: none"> • Research and market survey on healthcare products and services • Research and analysis of health screening statistics and census for enhancement of healthcare products and services • Development of Corporate Wellness Programme for GLC, MNC and PLC. • Involved in research and development of Metabolic Syndrome Programme in collaboration with Monash University • Involved in research and development of Healthcare IT system, HIS system and Health Screening Digital Platform <p>Achievements</p> <ul style="list-style-type: none"> • Setting up of a new business unit division that promote Health Programs to patients • Achieving sales target of RM660,000 per month within first 3 months of operations, and subsequently sales target of RM1,000,000 per month within 12 months of operations for the Health Program Division • Setting up of a Membership Program for retention of customers • Setting up SOPs for the Sales and Marketing Division and the Health Screening Centre • Turning over the Health Screening Centre from making loses into profitability within 6 months
<p>General Manager April 2013 – May 2014</p>	<p>iHeal Medical Centre, Kuala Lumpur Reporting to Managing Director</p> <p>Company's Principal Activities</p> <p>A boutique medical centre located in Midvalley that specialises in Cardiac Screening and Health Screening services.</p> <p>Responsibilities:</p> <p>Business Development</p> <ul style="list-style-type: none"> • Supervision of the Sales and Marketing Division to promote Health Screening Services and Programs • Devising strategies and ideas to expand the business • Supervision of the Sales Division, Marketing Division, Telemarketing Division and the Administration Division • To ensure sales target and KPI are met by all the Divisions <p>Operations</p>

	<ul style="list-style-type: none"> • In charge of daily operation issues at the Health Screening and Wellness Centre • Managing a team of doctors under the Health Screening and Wellness Centre • Working with Managing Director to ensure the Health Screening Centre, Wellness Centre and the Medical Centre meets necessary regulatory and compliance approvals and quality accreditations (MSQH) • Setting up SOP for all units and divisions <p>Medical Practice</p> <ul style="list-style-type: none"> ▪ To see and review patients when needed ▪ To assist in bypass surgeries ▪ To assist in Anaesthesia for surgeries ▪ To take care of ICU and HDW patients <p>Achievements:</p> <ul style="list-style-type: none"> • Setting up of a fully operational Health Screening and Wellness Centre • Achieving sales target of RM1,000,000 per month within 10 months • Setting up of a Membership Program for retention of customers and increasing the numbers of members to more than 1,000 members • Setting up SOPs for the Sales and Marketing Division and the Wellness Centre • Turning over the Health Screening and Wellness Centre from making losses into profitability within 12 months
<p>Senior Medical Officer</p> <p>(Emergency Department) June 2012 – September 2012</p> <p>(Anaesthesia Department) October 2012 – March 2013</p>	<p>Ampang Hospital, Ministry of Health Reporting to Head of Department</p> <p>Company's Principal Activities</p> <p>Delivering quality healthcare services to the Malaysian society.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Responsible for giving emergency medical care to the in-patients • Managing the entire team of medical staff • Diagnosing and treating patients based on clinical findings • On-call duties • Working in coordination with consultants and specialists and follows the treatment for each patient • Responsible for performing clinical procedure for the patient with the help of nursing staff • Training of House Officers
<p>Medical Officer (Anaesthesia Department) 2010 - 2012</p>	<p>Slim River Hospital, Ministry of Health Reporting to Head of Department</p> <p>Company's Principal Activities</p> <p>Delivering quality healthcare services to the Malaysian society.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Responsible for giving emergency medical care to the in-patients • Managing the entire team of medical staff • Diagnosing and treating patients based on clinical findings • On-call duties • Working in coordination with consultants and specialists and follows the treatment for each patient

	<ul style="list-style-type: none"> Responsible for performing clinical procedure for the patient with the help of nursing staff Escorting patient transfers from one hospital to another
House Officer 2008 - 2010	General Hospital Kuala Lumpur, Ministry of Health Reporting to Head of Department Company's Principal Activities Delivering quality healthcare services to the Malaysian society. Responsibilities: <ul style="list-style-type: none"> Diagnosing and treating patients based on clinical findings On-call duties Working in coordination with medical officers, consultants and specialists and follows the treatment for each patient Responsible for performing clinical procedure for the patient with the help of nursing staff

Other Experiences	
Healthcare Consultant	Sumitomo Corporation Asia & Oceania Pte Ltd Advisor to General Manager, Healthcare Department Company's Principal Activities A global corporation that has heavily invested in Malaysia's healthcare sector, such as Health Connect Holdings and PMCare, both major Managed Care service companies, which are also called Third Party Medical Claims Administrators. Responsibilities: Business Development <ul style="list-style-type: none"> Advisory and recommendations on strategic commercial directions Devising strategies and ideas to penetrate and expand the Corporate market Engaging with internal & external stakeholders to review new and existing business opportunities Operations <ul style="list-style-type: none"> Advisory and recommendations on operational efficiency and productivity Working with internal stakeholders to meets necessary regulatory and compliance approvals and quality accreditations Reviewing existing and new SOP for all units and divisions Advisory and recommendations on Clinical Governance matters for all units and divisions
Healthcare Consultant	Ancubic Group of Companies Advisor to Group Executive Chairman Company's Principal Activities A boutique property developer that would like to set up a Women and Child Centre in Klang Valley. Responsibilities: <ul style="list-style-type: none"> Feasibility study for a Women and Child Centre in Klang Valley

	<ul style="list-style-type: none"> • Advisory and recommendations on setting up a Women and Child Centre in Klang Valley • Advisory and recommendations on the necessary regulatory and compliance approvals and quality accreditations for such facility
Healthcare Consultant	<p>Arch Thames Advisor to Chief Executive Officer</p> <p>Company's Principal Activities</p> <p>A boutique wellness setup that focuses on complementary and alternative medicine, to treat cancer disease.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Advisory on setting up a Wellness Centre in Klang Valley • Site analysis and study for a suitable location for the Wellness Centre setup in Klang Valley • Advisory and recommendations on the licensing guidelines and the necessary regulatory and compliance approvals for such facility • Setup recommendations on medical staffing, support services, marketing strategies and strategic partnership
Healthcare Consultant	<p>Forest Village Clinic Advisor to Founder and Owner</p> <p>Company's Principal Activities</p> <p>A boutique medical clinic that caters to Japanese population in Malaysia that offers family medicine and paediatrics services.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Advisory and assistance in setting up a licensed clinic for operations within 6 months • Site analysis and review for the location of the clinic setup • Advisory and assistance in obtaining a full license for clinic operations • Setup recommendations on medical staffing, support services, marketing strategies and strategic partnership

Professional Memberships	
Healthcare Committee	<p>American Malaysian Chamber of Commerce (AmCham)</p> <p>Association's Principal Activities</p> <p>An international, non-profit, private-sector business association, that comprises more than 1200 members representing about 280 American, Malaysian, and other international companies. The Chamber is a member of the AmChams of Asia Pacific (AAP) a non-governing association of 28 AmChams in the region that come together to support engagement in the Asia Pacific.</p>
Member	<p>Malaysian Medical Association (MMA)</p> <p>Association's Principal Activities</p>

	A Malaysian professional body representing the largest number of medical practitioners in the country, pledges the following to its members in good standing:
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Reference

Name : David Ng
 Company : International SOS
 Position Title : Managing Director, Malaysia and Myanmar
 Contact No : 019-828 2328
 Period Known : 5 years
 Relationship : Superior

Name : Dr Chong Su Lin
 Company : Beacon Hospital, Prince Court Hospital
 Position Title : Chief Executive Officer
 Contact No : 012-386 9620
 Period Known : 1 year
 Relationship : Ex-superior

Name : Sam Yee Yuen Keong
 Company : Gribbles Diagnostic Malaysia
 Position Title : Chief Executive Officer
 Contact No : 012-322 8936
 Period Known : 2 years
 Relationship : Ex-superior

Name : Peter Clarke
 Company : Grandwinter Resources Sdn Bhd
 Position Title : Managing Director
 Contact No : 012-206 3355
 Period Known : 10 years
 Relationship : Mentor

Name : Dr Kumaran A/L Sinniah
 Company : Ministry of Health Malaysia
 Position Title : Senior Consultant
 Contact No : 013-342 4301
 Period Known : 2 years
 Relationship : Ex-superior