

PERSONAL STATEMENT

Experienced, flexible and result oriented individual with 14 years of vast experience in healthcare management. Focused on key success factors, stakeholder's interests, safety measures and driving real business value. Young visionary and enthusiastic coupled with passion in management, committed in promoting high standards, performance driven leadership, result oriented with a good track record to-date. Strong ability to solve complex company problems using excellent strategic thinking, weighted judgment and decision-making skills.

KEY SKILLS

Strategic thinking: aligns and influences organization strategies, translates strategic goals into tangible and intangible benefits and clear deliverables.

Relationship management: influences and builds strong relationships, effective at communicating business and technical concepts and models into clear deliverables.

Leadership: sets clear objectives, focused on providing aptitude and added value capabilities.

KEY SUMMARY

- I have 10 years of experience in top level management at hospitals in Malaysia. I have had the privilege of being appointed as one of the youngest CEO at the 108 bedded Parkway Pantai Hospital Klang (2016- 2019), CEO at INS Specialist Centre Alor Setar (2012 – 2016) the forefront of the Obstetrics and Gynecology market dominating the largest share of deliveries and gynaecology surgeries in Northern Malaysia and also as starting of as a General Manager at the 126 bedded Putra Medical Centre Alor Setar (2010 – 2012).
- I was the main driver in ensuring Parkway Pantai Hospital Klang achieved the Highest Patient Satisfaction scores for 2 years in a row for the entire 14 Hospitals in Malaysia via a thoughtful and humane care programme put together by me and my then nursing team.
- For the first time in the history of Parkway Pantai Hospital Klang, I had helped the organization achieve a full compliance for Malaysian Society for Quality in Health 5th Edition audit in 2018 and secured the a full 3 years accreditation.
- I am a strong and thoughtful leader who possesses set clear targets and expectations for my direct reports. I have merited thoughtful management skills with strong sense of conscientiousness via the appointment as the youngest General Manager and CEO in the Private Healthcare Practice in Malaysia.
- I am motivated, driven and ambitious and have clear and open communication skills coupled with insights into emerging opportunities, trends, issues and challenges in the global economy.
- I am looking to secure a challenging and rewarding position with the opportunities to work on various improvement initiatives and leading the organization to greater success.

EXPERIENCE

Aurelius Healthcare

Malaysia

Director of Operations and Business Development

June 2019 -

Key Responsibilities

- Overall responsible for licensing for new hospital projects with Ministry of Health Malaysia
- Identification of New Green Fields Hospital Sites and negotiations with developers
- Conducting due diligence and market feasibility for brown fields and green field projects
- Researching and implementing new directives for business growth and prosperity
- Collaborate with executive-level management in the development of performance goals and long-term operational plans for the group
- Maximize efficiency and productivity through extensive process analysis and interdepartmental collaboration
- Set strategic goals for operational efficiency and increased productivity
- Work with project managers in the development of financial and budgetary plans
- Analyze current operational processes and performance, recommending solutions for improvement when necessary

Parkway Pantai Hospital, Klang, Selangor

Malaysia

Chief Executive Officer

Apr 2016 – Apr 2019

Key Responsibilities

- Strategy execution for the overall business model of the hospital to meet the organization's BOD expectations and financial results
- Planned, directed and controlled all assets and resources to meet optimum results for the entity
- Overall responsible for licensing for the entire hospital with Ministry of Health Malaysia
- Specializes in Facilities Management & Projects for Pantai Hospital Klang Expansion Plans

Key Success

- Implemented lean management model to help overcome the workforce excess and implement a structured job designation, exceeding targeted efficiency of 38%
- Introduced many cost saving measures to strengthen the operations and improve the bottom line such as equipment management, hospital disposables and vendor management.

- Obtained the highest Patient Satisfaction Index for the entire Parkway Pantai group for 2 years running, testaments of the thoughtful and humane care programme initiative I had implemented.
- Reduced patient waiting times through Lean Process and QMS system Started a Dialysis Centre, Cath Lab, Metabolic Clinic, In house Kitchen and improved Clinical Outcomes and improving patient visitation/clinical visitation by Consultants and Medical support teams. .
- Zero medical legal issues in the last 3 years, through careful audits and strong collaborations with Hospital Consultants.
- Upgraded and enhanced the hospital facilities and ensuring full compliance with local authorities such as UKAPS, MPK and BOMBA.
- Secured full accreditation of the current MSQH requirement and further improved good governance for Pantai Hospital Klang which was highlighted in the surveyors report.
- Reviewed and improved internal control, asset management and inventory management via procurement and facilities team.
- Responsible to acquire and develop new expansion plans to increase bed capacity to 230 beds and 75 Clinic Suites by 2021 , plans approved by Q1 2019
- Built good working relationships with Corporate Clients, Insurance Companies/ TPAs, Physicians and the media to ensure the organization I was leading is seen as the facility of choice in the community.

Special Projects

- Due Diligence for IHH for the FORTIS turnaround plan under the operations stream work.
- Overall cleaning standards introduced to reduce wastage and conform to an overall experience for all Parkway Pantai Hospitals in Malaysia.

INS Specialist Centre Alor Setar, Kedah

Malaysia

Chief Executive Officer

Mar 2012 – Mar 2016

Key Responsibilities

- Worked directly with the Board of Directors to institute strategic planning for the current hospital facility and plan the project of a new facility with 200 beds
- Worked and planned the full scope of the working paper for the new facility to gain and receive the permission to build from Ministry of Health and the Local Council
- Liaised with Ministry of Health Malaysia and successfully received the No Objection Letter for the planning and building of a new facility
- 8% increase in Gross Operating Profit within 1 Year of operation for INS Specialist Centre
- 54% increase in delivery rates corresponding to the same period over the last year
- 63% increase in outpatient load corresponding to the same period over the last year

- Increase the overall BOR from 63% to 98% within 6 months and increased revenue by 36% within the same period
- Fully responsible for all licensing matters with Ministry Of Health, and managed to receive the full Hospital Licenses for INS Specialist Centre without any terms or restrictions imposed by Unit Kawalan Perubatan Swasta (UKAPS), Ministry of Health Malaysia
- Rebranded as well as promoted, INS to ensure it is transformed to a “Mother and Child Centre” boutique centre by leveraging on the strengths of the resident consultants
- Manage to secure two renowned Resident Consultants within 6 months (Paediatrician and O&G Consultant)
- Attained and maintained the organization’s patient care, safety, education and community service goals
- Ensured that the hospital objectives are met through the process of selection, development, organization, motivation, management, evaluation and the promotion of human resources
- Introduced a tighter Credit Control policies to ensure bad debt are kept at the minimum
- Solely responsible in executing the overall operations of the hospital, including expansion plans, renovations and licensing
- Reviewed and improved internal control, asset management and inventory management
- Introduced cost savings measures and improved business process to achieve effectiveness and efficiency for the best utilization of company's resources and managed to promote services produced in a cost-effective manner

Putra Medical Centre Alor Setar, Kedah
GENERAL MANAGER

Malaysia
MAR 2010 – MAR 2012

- Ensured PMC at that time became the “Facility of Choice” for all medical needs, by implementing a workable Brand Promotion strategy.
- Developed and implemented new projects such as New Night Clinics / Satellite Dialysis Centre’s and Dental Clinics
- Ensured the turnaround of business by renegotiations with suppliers and credit terms to establish a better cash flow
- Introduced a tighter Credit Control policy to ensure bad debts are kept to a minimum
- Solely responsible for the overall operations of the hospital, including expansion plans, renovations and licensing
- Ensured the retention of Consultants and Medical Officers with low attrition rate
- Reviewed and improved internal control, asset management and inventory management
- Introduced many cost savings measures and improved business process to achieve effectiveness and efficiency to ensure the best utilization of company's resources

- Interdepartmental coordination to avoid replication of duties and services
- Conducted a comprehensive Market Analysis & Benchmark scrutiny to ensure prices of services provided are in tandem with prevailing market rates
- Developed Work Profiles & Daily Work Schedules for Subordinates in the Hospital with links to Key Performance Indexes to ensure Quality delivery of services
- Built a strong working relationship with Corporate Clients, Insurance Companies/ TPAs, Physicians and the Media

Kelly Selection (Division of Kelly Services)

Malaysia

Consultant

Nov 2008 – Feb 2010

- Managed various portfolios such as Healthcare, Pharmaceutical, ICT, Banking and Finance with a strong emphasis on Consulting and Business Development
- Source of reference for industry leaders to understand trends in market conditions
- Contributed materials and available resources for on-going working papers for Kelly Services giving insights to economic conditions
- Involved in consulting, placements and provide total solutions to clients through search and recruitment processes focusing only on middle and senior management positions.
- Involved in decision making, negotiating placement fee, guarantee period and selection of candidates
- Accurately filled project orders and match the best candidates with the right skillsets for the client requirements
- Constant contacts and visits with existing and potential clients
- Lead the charge of IPerintis, Uni-Asia, Hartalega, China Healthcare, Maternity Hospital Singapore, Sysmex Medical, Current Law Journal, Lee Hishammuddin, PLM Interiors, Labuan IBFC, Solairis I and a host of others organizations

Gull Petroleum Alexander Heights, Perth, WA

Malaysia

Assistant Manager

Nov 2006 – Sept 2008

- Responsible for the operation of a high-volume convenience store with gas and fuel sales averaging \$6000 a shift
- Responsible for merchandising and inventory control including reordering to support store promotions
- Liaised with merchants for delivery of goods, gas and petroleum to the store to ensure timely manner of delivery

- Trained and motivated associates for the use of cash register and to provide- excellent customer service
- Responsible for the overall management of the store when the managers are on leave
- Responsible for changing the prices every morning if there is a fluctuation in price (this is done before 7am in the morning to avoid penalties by the authorities)
- Assisted in the inspection of tanks and gas pumps to supply safe and reliable service
- Resolved customer complaints in a timely and professional manner
- Assisted in bookkeeping activities by checking and recording sales receipts continuously

National Heart Institute (IJN)

Malaysia

Executive (Quality Management), Strategic Division

Jan 2005 – Aug 2006

- Prepared reports and papers for the Quality Committee, Management Committee and Board of Directors
- Administered incident reporting, monitoring, investigation and trend analysis for the Organization
- Lead Assessor for a team of internal auditors to carry compliance audit for ISO Sirim QAS and MSQH to ensure full compliance with ISO 9001: 2000 and MSQH Standards
- Held full responsibility in handling Employee Opinion Survey, Inpatient Satisfaction Survey and Internal Customer Survey projects
- Identified areas for improvement in the “Outpatient and Inpatient Department” in line with the on-going business improvement and development process project
- Identified and implemented non-financial Key Performance Indicators to help individual departments measure progress toward achieving organizational goals
- Handled full range of administration duties for the department including preparation of minutes of meeting for the Quality Committee

EDUCATION

Edith Cowan University

Australia

Master of Business Administration

2006 – 2008

University of Wales

UK

Bachelor of Science majoring in Business Administration (Hons)

2002 – 2004

Kolej Aman

Malaysia

Diploma in Business (LAN Accredited)

2000 – 2002

LANGUAGE

English (Proficient)

Bahasa Malaysia (Proficient)

Punjabi (Intermediate)

Hindi (Intermediate)

CREDENTIALS

Certified Lead Auditor by the International Register of Certificated Auditors (IRCA)

International Auditor Training & Certification Association (IATCA)

Johnson & Johnson – SMU Hospital Management Programme

REMUNERATION

Open for negotiation

NOTICE PERIOD

30 days