



## **MOHD HAFIZ BIN AHMAD NASRUDDIN**

**I/C : 810709-08-6185**

**AGE : 43**

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### **Professional Summary**

Dedicated laboratory professional, progressed from a laboratory scientist to a supervisor and a managerial role. Entrusted with commissioning a new hospital laboratory and have had the opportunity to collaborate with diverse team members in the hospital where I worked. Seeking new opportunities to advance my career and contribute to enhance healthcare services

### **Skills**

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- Interpersonal and written communication
- Team leadership
- Strong verbal communication
- Conflict resolution
- Process implementation
- Self-motivated
- Quality assurance

### **Work History**

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#### **Laboratory Manager**

09/2019 to 02/2021

#### **Columbia Asia Bukit Jalil – Kuala Lumpur**

- Setting up laboratory equipment and commissioning of new instrument to be used in laboratory
- Setting up LIS configuration with IT department to ensure smooth transmission of result in system
- Sit in a task force creating new work instruction for the whole Columbia Asia Hospital.
- Kept laboratory in compliance with all applicable guidelines and laws and continue to meet standard.
- Set and oversaw quality assurance guidelines for laboratory work to ensure new hospital start up in good direction.

- Prepare workflow, trained staff, scheduled work hours and assigned for daily duties and on-call schedule to ensure continuous smooth operation of 24 hours services
- Kept equipment maintained in good condition, facility clean and organized and inventory stocked to maximize performance
- Conduct internal CME session for staff to ensure staff are competence, particularly as many of the staff have only few years of working experience.
- Ensure all specimens handled according to laboratory protocols to maximize accuracy and precision of results
- Recruited, hired, trained, and coached staff to meet demand of sample volume and number of patients
- Managed department financial budgeting operations instruments, including staff planning budgets, maintain expenditures, accounting, prepare patient/test census report for monthly financial reporting

### **Laboratory Manager**

02/2021 to present

#### **Innoquest Pathology Sdn Bhd c/o Cardiac Vascular Sentral (CVSKL) – Kuala Lumpur**

- Oversee day to day operation at Innoquest Pathology branch at Cardiac Vascular Sentral hospital (CVSKL).
- Managing 14 manpower inclusive of 3 phlebotomist, 2 porters (despatch) and 10 laboratory technologist/scientist.
- Prepare monthly report to hospital on the performance of laboratory census, turnaround time (TAT) and quality activities as required by the hospital.
- Manage the merging processes from Clinipath (M) Sdn Bhd to Innoquest Pathology in September 2022 not limited to realign with the new LIS system, new SOPs and new workflow.
- Manage internal and external quality program activities along with hospital quality standards establish by the hospital.
- Maintain good communication with all of the doctors and key hospital staff to ensure that the expected level of service and satisfaction is received.
- Involve with hospital activities and operational meeting and task force as and when required by the hospital management.
- Explore new laboratory test and packages to increase sample load which directly increase profit.
- Ensure all equipment and instrument PPMs are conducted according to time interval preventing breakdown and service disruption.
- Prepare MSQH accreditation for the hospital and successfully accredited for second cycle.

## **Laboratory Manager**

09/2019 to 02/2021

### **Columbia Asia - Tebrau – Johor Baharu**

- Prepare laboratory department for CKAPS inspection by ensuring adherence to requirements before getting the hospital license to operate
- Setting up laboratory equipment and commissioning of new instrument to be used in laboratory
- Setting up LIS configuration with IT department to ensure smooth transmission of result in system
- Prepare new work instruction for work process in laboratory as Columbia Asia, Tebrau is new setup hospital
- Kept laboratory in compliance with all applicable guidelines and laws and continue to meet standard of ISO15189 based on previous working experience practice although Columbia Asia still not following the requirement
- Set and oversaw quality assurance guidelines for laboratory work to ensure new hospital start up in good direction.
- Prepare workflow, trained staff, scheduled work hours and assigned for daily duties and on-call schedule to ensure continuous smooth operation of 24 hours services
- Kept equipment maintained in good condition, facility clean and organized and inventory stocked to maximize performance
- Utilized expertise in microbiology, chemistry, blood banking and hematology to help with diagnosis of medical issues when queries by doctors
- Conduct internal CME for laboratory and non-laboratory staff.
- Handled specimens according to laboratory protocols to maximize accuracy and precision of results
- Recruited, hired, trained and coached staff to meet demand of sample volume and number of patients
- Managed department financial budgeting operations instruments, including staff planning budgets, maintain expenditures, accounting, prepare patient/test census report for monthly financial reporting

### **Team Lead Fluid and Excretion (02/2008 to 09/2019)**

#### **Prince Court Medical Centre – Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur**

#### **Team Lead, Fluid and Excretions and Microbiology section**

- Assign as technical officer for section to go through standard for ISO15189 and put process in place to adhere to requirement.
- Maintains medical laboratory equipment performance by establishing quality standards, developing operations, quality, and troubleshooting procedures, ensuring staff compliance, certifying instrument, performance, arranging equipment replacement, service and repair

- Maintains medical laboratory supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies, verifying receipt of supplies.
- Maintains quality results by participating in hospital quality assurance program, consult with pathologists, performing proficiency surveys, reviewing quality control and quality assurance programs, making adjustments in policy and procedures, generating reports and maintaining records.
- Resolves problems in section with pathologists, laboratory managers, quality officer and laboratory directors for any issues pertaining to section operation matters

#### **In-charge for Point of Care testing**

- Supervise all glucometer for whole hospital ward and clinics
- Ensure all glucometer are in good working condition and quality control are done periodically
- Prepare replacement of instrument when there is any need ensuring continuous of operation are not affected
- Monitor Arterial blood gas machine at ICU, NICU and laboratory are working in good condition
- Ensure calibration are conducted by vendor are according to date required
- All document pertaining to QC and calibration are documented accordingly
- Participate in external quality assurance program. Ensure test conducted by laboratory personnel and result are reviewed with Chemistry pathologist together for discussion for any outliers and improvement

#### **Person in-charge of Phlebotomist team**

- Prepare daily operation duty roster of team to support requirement of phlebotomist in ward and clinics
- Work close with marketing team by providing phlebotomist during marketing event
- Manage and organize training for staff nurses and phlebotomist team on blood taking procedure ensuring good phlebotomy technique. This to enhance knowledge and avoid any dissatisfaction from patient blood taking procedure

#### **Section Head Specimen processing section**

- Monitor and manage daily operation of receiving sample from in-house and outsourced samples
- Prepare workflow for section to ensure work process are carried out efficiently
- Ensure all tests to be outsourced are sent to respective labs and all results are received in a timely manner
- Manage all outsourced results and ensure they are sent to respective consultants in timely manner
- Manage any special test requests from consultant as required

**Assistant section head at Immunohematology (Blood Bank)**

- Perform daily blood bank tests such as Blood grouping, antibody screening and crossmatching
- Manage blood stock and ensure stock are up to par level set by lab management
- Participate in internal and external quality control in blood bank
- Prepare work instruction for blood donation centre
- Perform antibody titration test which is crucial for ABO incompatible transplant case
- (Proudly part of team involves as first hospital in Malaysia doing ABO incompatible (ABOi) renal transplant in Malaysia)

**Preparing Standard Operating Procedure (SOP) and Policies**

- Prepare SOP and policies for respective section
- Review any SOP and Policies if there is any additional data and information

**Manage laboratory asset management and maintenance of equipment**

- Assist lab management to ensure all laboratory equipment are working in good condition
- Assist in monitoring relocation of assets and ensure proper documentation of asset movements

**Monitor and supervise new Medical Lab Technologist and Lab Scientist**

- Work closely with new staff to ensure they are competent to perform all laboratory procedures
- Liaise with lab management pertaining to staff competence in performing on-call duties and monitor as necessarily.

**Others duty**

- In-charge of arranging for outsourcing of paediatric special tests (genetic, metabolic and etc.) to overseas laboratory working with Dr Choy Yew Sing, Paediatrician
- In-charge for Tissue Transplant work out for laboratory test to outsourced laboratory locally and overseas (Singapore) under kidney transplant program working with the Nephrologist Datuk Dr Tan Si Yen
- Involve ad-hoc project to minimize cost price from vendor to increase profit margin from exercise
- Assist lab management team review outsource test price to maintain good price to patient as to ensure profit to laboratory are within margin
- Assist lab management team to get competitive price from vendor to maintain competitive price. Manage to deal with few vendors as I have good rapport with most of vendors
- Assist lab management to attend to patient complaint directly when there is need to see patient direct. Manage to gain trust from doctors and they happy on me to handle their patient needs

**Complaint Officer**

- Manage resolution of customer complaint within times
- Responsible for all investigation, resolution, recording and reporting for all customer related complaint
- To escalate any unresolved complaint to laboratory management team
- Ensure all document are filed accordingly for any traceability.

**Laboratory Scientist (01/2005 to 02/2008)**

**Pantai Premier Pathology Sdn Bhd, Pantai Hospital Bangsar– Kuala Lumpur**

**Section Head at specimen processing section**

- Monitor and manage daily operations of receiving samples from in-house and outsourced samples
- Ensure sample received are processed before sending to respective sections
- Ensure all test to be out sourced are sent to respective labs and all results received in a timely manner
- Manage any special test request from consultant for any overseas sample are carried out according to requirement

**Assistant section head Immunology section**

- Perform daily routine work in immunology section
- Assist manage reagent and consumable to ensure availability of reagent
- Participate in internal and external quality control in immunology section
- Involve in trouble shooting of equipment as required

**Team leader Blood donation team**

- Lead the blood donation mobile team in during blood donation drive
- Ensure availability of manpower (phlebotomist) for the event and manage all equipment to be ready during event
- Ensure preparation of blood product after post donation drive are complete and ensure availability of staff for the process are sufficient

**Phlebotomist**

- Perform blood taking in the outpatient lab and perform ward rounds
- Active participation with the marketing team going out to any event to perform blood taking

**Others duty**

- Actively assist FOMEMA (foreign worker screening) section processing sample after office hours on daily basis. Perform blood and urine testing and register request form after completing the laboratory work

## **Laboratory Scientist (10/2003 to 02/2004)**

**Medilife Lab (Taiping) Sdn Bhd, APOLLO MEDICAL CENTRE – Taiping, Perak**

### **Lab scientist**

Perform basic Biochemistry, Hematology and Urinalysis test.

- Perform patient registration.
- Prepare bills for all clinic and wards.
- Collect sample from clinic to be perform in the laboratory.
- Perform blood taking procedure for patient.
- Pick up sample from GP clinic and perform laboratory test.
- Collect blood (packed cells/whole blood/platelet/cryo) from government hospital for transfusion.
- Participate in hospital campaign and event to promote hospital services.
- Perform daily on call duties routinely.

## **Education**

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Master of Science: Management (2021)

Universiti Utara Malaysia Kampus Kuala Lumpur - Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur

Bachelor of Science: Microbiology (2003)

Universiti Putra Malaysia - Seri Kembangan, Selangor

## **Referee**

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Khairul Amin Mohd Nordin

Director of Marketing & Business Development

Cardiac Vascular Sentral Hospital

Contact no: 012-2425951

Lilly Pushpam Amaladass

General Manager (Operation)

Innoquest Malaysia Pathology Sdn Bhd

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