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OBJECTIVE

I am looking for a challenging position in which I would have the opportunity to have overall management responsibilities for hospitals and other healthcare facilities. My key goals are to secure the financial and operational sustainability of the locations that fall under my administration, as well as to provide the highest emphasis to the safety of the patients themselves.

ABOUT

In the healthcare industry, the standardization of laboratory processes is crucial to ensure accurate and reliable test results for patients. For Columbia Asia Hospitals Malaysia, it is essential for me to establish standardized protocols and procedures across all laboratory services to maintain consistency and quality. This involves creating detailed guidelines for sample collection, testing methods, result interpretation, and quality control measures.

As the hospital expands its laboratory services or sets up new facilities, it is important for me to involve key stakeholders such as lab technicians, pathologists, and quality assurance teams in the planning process. Collaboration and communication are key to ensuring that the new services meet the hospital's standards and comply with regional and international regulations. Additionally, training programs should be implemented to familiarize staff with the updated processes and technologies.

To guarantee compliance with regional and international standards, regular audits, and assessments should be conducted to identify areas for improvement. External accreditation from reputable organizations can also help validate the quality of laboratory services. By prioritizing standardization, involvement in expansion, and adherence to regulations, Columbia Asia Hospitals Malaysia can maintain high-quality laboratory services that prioritize patient safety and care.



WORK EXPERIENCE

April 2023 - Present

Columbia Asia Sdn. Bhd, Subang Jaya, Selangor Darul Ehsan

Laboratory Services Manager

Ensuring standardization of laboratory processes for Columbia Asia Hospitals Malaysia, Involvement in the expansion of laboratory services, setting up new laboratory services, and ensuring laboratory services, both internal and outsourced, comply with regional and international standards. Establishing leadership skills among the laboratory managers, being a result-oriented professional, being an excellent team player, having a bottom-line orientation with superior communication skills, believing in a strong work ethic, being well-motivated and ambitious, and possessing organizational skills.

Feb 2019 – April 2023

Columbia Asia Hospital, Petaling Jaya, Petaling Jaya, Selangor Darul Ehsan

Laboratory Manager

1. As an MSQH standard, maintain departmental policies and procedures, quality assurance programs, and standards for safety, the environment, and infection control.
2. Organize, direct, and supervise activities in the laboratory.
3. Establish routines and workflows patterns, performance standards, staffing schedule, personnel assignment, and needs.
4. Transcribe materials, file, and maintain all pathology, clinical and hospital files.
5. May engage in research and technical activities.
6. Responsible for maintenance of department equipment and supplies.
7. Review supplies inventory to maintain optimal stock without excessive inventory.
8. Attending meetings as required and participating in committees as directed.
9. Prepare written documentation and files as required by the profession.
10. Prepare work schedules, assign, and evaluate work performance and file as necessary by the management.
11. Orientation and training of new employees.
12. Maintain department's records, report and files as required.
13. Enhance professional growth and development through participation in educational programs, current literature, in service and workshops.
14. Evaluate work performance and recommend promotions, terminations, and transfers.
15. Responsible in any hospital or department internal, external audits and accreditations.
16. Involvement with Finance Department in preparing the department budget.

Jun 2014 – Jan 2019

Prince Court Medical Centre, Kuala Lumpur

Laboratory Safety Officer

Background in workplace safety and experience in creating and implementing OHS procedures to the area by producing, executing, and maintaining policies and procedures to keep employees safe and health. Conduct HIRARC, chemical registration and non-clinical scheduled waste, demonstrates the ability to carry on organization internal processes and procedures with legislative obligations.

The Department of Occupational, Safety & Health (DOSH) is conducting a program called "Systematic Occupational Health Enhancement Level Program" or SOHELP. This SOHELP is a collaboration between DOSH, Employer and HSE Representative & Committee and we are required to form a SOHELP committee to run this program. I have been selected as the person in charge of the hospital wide Chemical management committee.

May 2010 - Jan 2019

Head Senior MLT, Fluid and Excretion (Pathology Department)

Conduct chemical analysis of body fluids including blood, urine, CSF, pleural fluid, synovial fluid, seminal fluid etc. and analyze samples of biological material for chemical content or reaction to determine the presence of normal and abnormal components. Analyzes laboratory findings to check accuracy of results. Operates, calibrates, and maintains equipment used in quantitative or qualitative analysis of analyzers. Assist physicians on diagnosis by providing technical information from analysis of medical tests and clinical results. Conduct training and supervises laboratory personnel engaged in laboratory testing.

Person in charge, Accu-Chek Perfoma Blood Glucose Meter

1. Person in charge of blood glucose analyzer for hospital wide. Operates, maintains, and performs QC and data transfer to the dedicated software to fulfill the ISO 15189 requirement.
2. Person in charge, Nova Biomedical Arterial and venous Blood Gas analyzer and EPOC blood gas analyzer
3. Operates, calibrates, and maintains equipment used in ICU, Operation theatre and NICU.

Person in charge, Allergy testing

Person in charge of blood tests on Allergy testing. Operates two units of Allergy analyzer, Immunocap250 and Hitachi CLA 1.

Person in charge, outsourcing laboratory samples

1. Specializes in pathology and laboratory advice logistics and shipment of specimens to external outsources tests conducted overseas.
2. Assist in local specimen collection for lab tests. Perform administration and management of external clients for result tracing purposes. Monitor and record medical reports upon verification.

Medical Laboratory Technologist, Hematology Department.

1. Ensure routine Hematology section laboratory tests performed efficiently within the set quality standards.
2. Perform highly specialized Hematology and related tests such as Hb Analysis, Bone marrow preparation and Peripheral Blood Film screening and reporting efficiently within the set quality standards to meet the needs of all clients.
3. Participate in on-call duties covering the General Lab to ensure 24/7 services.
4. All instruments are maintained with regular daily maintenance, prompt calibration and able to troubleshoot as and when required while waiting for the biomedical engineering department. Ensure regular scheduled PPM is performed.

Aug 2009 – June 2010

Accufast Laboratory Sdn. Bhd, Kuchai Lama

Assistant Laboratory Manager

1. Provides medical laboratory diagnostic and therapeutic information, products, and services by establishing specimen preparation procedures; developing and implementing analytical procedures; evaluating laboratory information; consulting with pathologists; reporting results according to protocols mandated by the FOMEMA.
2. Maintains medical laboratory staff by recruiting, selecting, orienting, and training employees.
3. 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.
4. 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.

May 2003 – May 2009

Gleneagles Intan Medical Center, Kuala Lumpur

Team Leader of Fluid and Excretion, Laboratory Department

Team Leader of Immunology and Serology, Laboratory Department.

Medical Laboratory Technologist

- Assigned as a Medical Laboratory Technologist and competent to perform daily benchwork, as well as overnight on-call duties in Hematology Section, Biochemistry Section, Blood Banking/ Transfusion Medicine Section, Microbiology Section, Serology Section and Fluids & Secretions.



ACHIEVEMENT AND ACCOMPLISHMENT

April 2023 – Present

- Coordinating continuing medical education for the entire hospital's laboratory group.
- Responsible for the laboratory, physiotherapy, and radiographer (APKB 2016 Akta 774 registration) across Columbia Asia Hospital.
- Responsible for the laboratory groundwork and discussion of the acquisition with Subang Jaya, Ara Damansara, Park City, Bukit Tinggi, and TE Healthcare.
- Standardization of laboratory SOP, work instructions, and worksheets across Columbia.
- Organized the training collaboration with a more established laboratory in Malaysia.
- Working together with the departments of Customer Care, Marketing, and Finance to figure out how to boost the number of health screening packages that are sold.
- The one who oversees the Laboratory for the Columbia Asia Pre-Diabetic Care Committee Program.
- Candidates are being sought out for participation in the Pre-Diabetic Care Program.
- Through a collaborative effort with BIOMED Global, all of the laboratory staff at Columbia Asia Hospital will receive training on blood transfusion.
- The success of commissioning the laboratory department at the Columbia Asia Hospital in Bukit Jalil, as well as participation in the effective execution of the CKAPs inspection.
- Commissioning of the laboratory department at the Columbia Asia Hospital in Batu Kawan, Pulau Pinang.
- As part of the Modern Care21 project, I was a team member in charge of implementing the new laboratory information systems.
- Organized training sessions on blood transfusion, specimen collection, and knowledge sharing for the entire staff nursing staff of Columbia Asia Hospital, Klang Valley, and the Southern region.
- Evaluations of the installation of new laboratory equipment for the laboratory department of Columbia Asia.
- Develop a business strategy for the Department of Columbia Asia Laboratory.

- Undertook internal and technical audits on behalf of the laboratory division. Participation in the MSQH audit of the laboratory departments of Columbia Asia Taiping, Setapak, and Cheras.
- Responsible for holding the position of interim laboratory manager for Columbia Asia Petaling Jaya, Klang, Bukit Jalil, and Bukit Rimau.
- Responsible for the entire recruitment and training process for the assistant laboratory manager position at the Columbia Asia Hospital Laboratory department.

Feb 2019 – Mar 2023

- Successful Cross-Department Quality Improvement Process (QIP): Increase Health Screening Sales
- Successful laboratory quality improvement process.
- Hospital Committee members for Operation Room and Blood Transfusion, Hospital Infection Control and Antibiotics, Safety and Health, and Hospital Infection Control-Linked Personnel.
- Laboratory participation in all hospital events.
- Collaboration with the human resources department for the talent management program.
- Auditor for the interdepartmental audit.



EDUCATION AND QUALIFICATIONS

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| July 2021 – Feb 2023 | Master in Corporate Management (General Management) Universiti Malaysia Pahang, Kuantan Pahang Darul Makmur. |
| Apr 2014 – May 2014 | Sijil Pegawai Keselamatan Dan Kesihatan National Institute of Occupational safety and Health (NIOSH), Bangi |
| Jun 1999 – Apr 2002 | Diploma in Medical Laboratory Technology Universiti Teknologi MARA (UiTM), Shah Alam |
| 1997 – 1998 | Sijil Pelajaran Malaysia (SPM) Maktab Rendah sains MARA (MRSM), Terendak, Melaka |
| 1994 – 1996 | Penilaian Menengah Rendah (PMR) Maktab Rendah Sains MARA (MRSM), Terendak, Melaka |



REFERENCES

1. Name : Aizat Bin Abdul Malek
Position : Manager, Non-Clinical Support Services



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2. Name : Yasser Arafat Bin Ishak
Position : Chief Executive Officer (CEO)
Company : IKOP Pharma and IIUM Medical Specialist Centre
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3. Name : Muhammad Imran Chong Bin Abdullah
Position : Deputy Laboratory Director
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