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Jan 1988

References

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Accreditation Courses

- 1- GAHAR, CEBABI, JCI,
TEMOS QUALITY
COURSES
- 2- ISO 9001/2015 LEAD
AUDITOR
IRCA # 6090898
- 3- ISTQB CERTIFIED TESTER -
CTFL ITIDA
CERTIFICATION #
191106040

ABD ELRAHMAN MOHAMED ABD ALLAH MORSY

*MBA, M.Sc., MBBCb, HCHMD, PMP, TQM, CBE, ISO-LA, ISTQB-CTFL,
HIMSS, PMI, CFI member*



My name is Abd Elrahman M. and I have over 10 years of work experience In Healthcare Information Management and digital transformation. My solid expertise spans across several domains starting from healthcare reform, market STPs and competition analysis, passing through quality assurance and Business intelligence, to setting strategies, planning, implementing, controlling, internal auditing, consulting & accreditation of Information Management Systems.

Competitive Advantages

1. Digital Market Transformation:

I am one passionate healthcare management professional who wouldn't rest until he tries his hand at every new technique and every emerging channel. I don't assign to team-mates until I'm sure that 'it smartly works.

2. Competitive Intelligence:

My team calls me 'Mr. Analytics'. I am AUC-certified in Green-Belt six sigma, ESLSCA MBA-Major in Finance and I love digging for insights and trends and using data to derive actionable lean plans

3. Business Development:

My bosses like me! I nail amazing results. I always impress them beyond their expectations.

4. Executive Leadership:

My colleagues like me! I am always supportive and when they feel a bit down, it is me who gives the encouraging talk and pushes them to achieve their potentials.

5. Business standards & KPIs Commitment:

Business partners like me! I spot value and construct business relations based on mutual benefits.

Career Experience

Senior Project Manager, Consultant – GE Digital, Saudi A.

Nov 2019 - Present

- Works as part of a Service delivery team to create and implement or Health-technology solutions to improve financial, operational, clinical or patient safety outcomes within Healthcare Facilities.
- Owns and personally delivers art pieces of the overall client engagement as well as train/mentor/oversee the workflow, managing the change for the nation-wide healthcare initiative of Unified SA HIS.

Service Project Manager, BI– Pharous LLC.

May 2018 – Sep 2019

- **Digital healthcare Solutions team lead:** I Lead, Monitor, Supervise, Enhance Development & Delivery of information & Resource planning systems with Solid Expertise in Digital healthcare Solutions covering: Critical care, Health Insurance beside Primary patient care, facing challenges of Blockchain, Smart contracting, multiple insurance, tele-healthcare & System integrations with innovative approaches. Always achieving outstanding feedback from audiences.
- **ISO 9001/2015 Accreditation:** responsible for leading the accreditation process, through preparing plan, organizing the audit activities, communicating with the certification body, meeting the certification standards, and assurance of achieving quality metrics at each level of SDLC.

Operation Manager, MD– Prof.Dr.Sameh Fathy IR Centers.

April 2019 – Sep 2019

- Work closely with the executive management team to implement strategies enhancing patient care and improve medical practices, monitor and improve the level of care provided and help reduce operational costs over time through quality improvements projects, Kaizen, and ISO 9001/2015 certifications. Collaborate with the medical board to update, amend, and reform medical policies.
- **Paxera/ PACS Project manager:** Provide Strategic oversight of case workflows, meeting Paxera technical team, lead the gap analysis process and providing medical expertise to the corporate department, insurance domain & communicating the business needs to Paxera team. Customizations to meet CPGs & insurance companies standards in the claim documentation cycle. Deliver the necessary TNA & lead the Staff On-Job training to accomplish the system hand-over process.

IT & Project Management Courses

- 1- **PMP & PRIMAVERA ERP, NEW HORIZON 2016**
PMI MEMBERSHIP ID: 6141026
- 2- **DIGITAL MARKETING DIPLOMA, SEM, MAST 2015**

Conferences & workshops

- Actively participated in many national & international medical, anesthesiology & Pain Management workshops and conferences.
- Attending many of national Business management, General Tech. & Health Tech. conferences, AUC VL and entrepreneurial accelerators.

Computer Skills

- Has Successfully passed all modules required for the granting of the Commercial Excel & ICDL
- Excellent Command of MS Package

● **Business Unit Manager– HQ Group Consulting Ag.**

May 2015 – April 2019

- Cultivate and maintain lucrative business partnerships, identify opportunities for Medical Call Center Solutions, Digital Healthcare, Medical E-Commerce. I plan, create, optimize, scale, track, and monitor Medical Business Deals & Contracts. I Set Digital customer loyalty roadmap as well as the governing branding strategy for each.

● **Anesthesiology Senior Registrar – AMUH, Borg Al-Arab Univ.Hospital**

Feb 2013 – Nov 2019

- HMIS Project Manager:** I managed HMIS implementation, deployment, and training programs in Borg Al-Arab UH.
- Anesthesiology & Surgical ICU:** I managed to fulfill safe administration of anesthesia and other pain mangt. Tech. to my patients both before, during and post-surgery, and other major medical procedures. perform administrative tasks in areas related to the care of patients, including summaries of patient treatment and the writing of discharge letters and attend multidisciplinary team meetings both on and off-site.

● **Medical Director– Qasr EL-Teb Hospitals**

May 2016 – Nov 2018

- Develop and execute comprehensive, integrated medical plans and lead MOHP Policies & Regulations on Hospital constructions, prepare technical RFPs with a focus on in-depth Medical Equipment specs and maintaining business partners/affiliates/clients' relations on all levels.
- Helped QTH Medical Group sign 5 high profile contracts with multinational medical equipment suppliers. I organized, staffed and finally, launched SWAN Polyclinics.

● **Area Manager “Extended Care Program”– Andalusia Group For Healthcare Services**

March 2015 – Sep 2016

- Successfully Passed through Deputy Manager, Deputy Medical Director, Beside handling many challenges in Claims, Medical Records, HMIS re-innovations, workforce, and PMS tracking and controlling ending with Area Manager of extended healthcare program with revenue model restructuring and 150% Sales growth rate , and attending daily operational & Medical coordinator meetings, monthly M&M meetings, and Quarterly Reviews with Strategic committees.
- Business Development Domain: Together with business intelligence unit teams, we plan, organize, and lead the system enhancement through focus groups with the department heads and the key personnel especially in the HR (auto-recruiter module), BI, Performance Management, Medicaid Modules.

● **Medical Office Manager– Oxford Chain Pharmacies**

Oct 2010 – Mar 2014

- Achieved a demonstrated history of Building Strong relationship with customers and gain their loyalty. Keep good image of the pharmacy and increase its credibility. Being well-oriented to the medical conditions and ER Scenarios I was capable of Increasing sales through professional communication with the managing and treating staff at AMUH.

● **PHC Medical Manager– Al-Yamn MCH Center, MOH**

March 2012 – jan 2013

- Responsible for planning, organizing, directing, controlling and coordinating the activities of the specialty Centre.
- Ensuring the effective and efficient delivery of clinical services, through team work, quality improvement projects & lean Management.
- Coordinating and supervising the work and activities of Medical & Para-Medical staff of the Primary Healthcare center.

● **Medical Student IT Co-Ordinator “Alexmed.edu.eg” official Website– Faculty of Medicine, Alex. University**

March 2004 – Sep 2011

- Managed the digital presence and digital assets of the faculty official website organizing CME, E-Learning portal, and exam protocols security and evaluating the internet-based learning with a lot of successful achievements.

Career Competencies

- ★ ★ ★ ★ ★ Medical strategic Planning, Performance Management & Business Development
- ★ ★ ★ ★ ★ Client Acquisition, Management, and Retention
- ★ ★ ★ ★ ★ Google Analytics, Magento & Several Other Platforms
- ★ ★ ★ ★ ★ Problem Solving, Negotiation & Deal fixing
- ★ ★ ★ ★ ★ Project Plan 365, Trello, JIRA, GCP, Slack#. Teamwork PM, Microsoft BI
- ★ ★ ★ ★ ★ Training, Teaching, Mentoring, Leadership Skills

Education & Certifications

I. Medical Cert.

1. **PhD of Anesthesia & Surgical ICU Faculty of Medicine, Alex. University**
Current, 2020
2. **M.sc of Anesthesia & Surgical ICU Faculty of Medicine, Alex. University**
March 2018
3. **MCH Diploma in Family Medicine-Public Health, HIPH, Alex. University**
2017
4. **MBBCh. Of Medicine and General Surgery, Fac. Of Medicine, Alex. University**
October 2010

II. Business & IT Cert.

5. FMVA, CFI - Corporate Finance Institute ®

Current, 2020

I- Accounting Fundamentals April 2020

II- Financial Statements April 2020

6. PRINCE2 Project Management Certification, AXELOS ®

Current, 2020

7. Business Continuity, PMI – Project Management Institute ®

April 2020

8. MBA - Major: Global Management, ESLSCA, Paris Business School – ID.57001

March 2020

9. ISTQB Certified Tester CTFL, ITI ESTB ® – Cert.no.191106040

Nov 2019 – www.scr.istqb.org

10. ISO 9001/2015 Certified Lead Auditor, ESQ IRCA - Cert.no.6090898

April 2019 – www.quality.org

11. Hospital Management & HC Diploma, AUC – ID.600141946

April 2016

12. Professional TQM Diploma, SAMS

April 2015

13. TOT HR Diploma, Cambridge University IAO Cert.no.MO 76296

Feb 2015

14. ICDL Syllabus v.5, IBI

2015

Enterprise Consultancy Projects

I. Medical & HIS Domains

- 1- UmedMi © Integrated Medical Systems BRD, SRS Document & Master Pm Plan Preparation
- 2- Eva Pharma © – Se7etak Contact Center, Bi Dashboard & Digital App for Online Drug Delivery
- 3- Pharma castle © - Pharmacy Management Information System (PhMIS)
- 4- Cybercare HMIS System Enhancements In Physician Portal, Unified EMR, Multi-Insurance Modules, And RFID Adoption.
- 5- DMS © HMIS Enhancements in Physician Portal & Insurance Module
- 6- Andalusia-Medica-plus, PMS, Bi Dashboards Modular Development
- 7- Clinisoft ©Clinic System (CMIS) Enhancement & RFID Adoption
- 8- Qasr El-Teb Hospitals HMIS Review & Gap Analysis- Cybercare System Implementation

II. Quality & Accreditation Domains

- 9- Pharous LLC Software House - Iso 9001/2015 Accreditation
- 10- 7keema & Pashakeem Digital Apps – Iso 9001/2015
- 11- Prof. Sameh Fathy Radiology Polyclinics Iso 9001/2015 Accreditation

III. Contact Center & CRM Domains

- 12- Jumia Black Friday Call Center Outsourcing Project 2017-2019
- 13- Wham Clinics- CRM Implementation & HMIS Integration Projects
- 14- El-Ezaby Pharmacy Chain Contact Center Software Replacement to Xcally CRM Software
- 15- Abu-Ziada Pharmacy Chains – Xcally Call Center System Adoption & Softech PhMIS Integration

IV. IT & Software Domain

- 16- Agile Coacher & Po: E-Commerce (Studio50s, Lavish.ae), And Educational (Orthogenie.net, Odem.io) Platforms
- 17- SSO-enabled Projects for Healthcare-Insurance Integrated System, Based on Iso-IEEE architecture Standards
- 18- Business Development & Competitive Intelligence Researcher in Marj3 – A Known Scholarship Hub, Egypt-located Start-up (<https://www.marj3.com>)

Personal Assets

-Very good presentation skills, quick to learn with good interpersonal and organizational Development capabilities.

-Enthusiastic, stress-competent, Dependable, Self-motivated, loyal, creative and teamwork inter-player.

-Has a high sense of responsibility and believes in (it pays to work hard and Intelligent).

Professional Experience

- **Manage Health Services:**
Oversees the daily functioning of the different healthcare Org.
- **Strategic Planning:**
Maintain the stability of a healthcare Facilities and predict future logistical needs.
- **Technological Proficiency:**
Demonstrate proficiency in information technology.
- **Implementing Policy:**
Ensure patients' safety and enforce rules and policies.
- **Data Analysis:**
Recognize trends in data to plan future projects and monitor the daily operations of the healthcare facilities.
- **Communication:**
Express expectations and give strong feedback for future operations effectively.
- **Delegation:**
Maintain max efficiency, through delegating tasks to competent subordinates.
- **Collaboration:**
Maintain innovative Healthcare environments thanks to group collaboration and open discussion.
- **Flexibility:**
Focus on lean management queened by ability to alter plans quickly.
- **Problem Solving:**
Respond to a diverse set of issues using critical thinking to determine the impacts of my decisions. And communicating efficiently to the top management.
- **Stress Management:**
Excel, to compartmentalize the various stresses that accompany day to day healthcare operations.

