

Ahmed Wahba

Hospital Operations Manager | Hospital Management Consultant

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PROFESSIONAL SUMMARY

Forward-thinking healthcare operations and business management professional with 20 years of experience in hospital administration, operations management, revenue optimization, and patient services. Proven ability to lead multidisciplinary teams, improve operational efficiency, ensure regulatory compliance, and drive profitability while maintaining high standards of patient care.

WORK EXPERIENCE

Chief Executive Officer (CEO)

Enaya Medical Centers, Cairo, Egypt

2024 – 2025

- Set and execute the overall strategic direction of the medical center's three branches, achieving a **15% increase in market share** in line with organizational goals and growth plans.
- Lead, mentor, and manage executive and operational teams of 100+ staff, improving **staff retention by 20%** and ensuring high performance in daily operations.
- Oversaw financial performance and service quality, resulting in a **12% reduction in operational overhead** while maintaining sustainable, patient-centered care.

Business Development Manager

Bashuib Medical services, Aden, Yemen

2018 – 2024

- Develop and execute comprehensive marketing strategies and campaigns that increased brand visibility and drove a **30% growth in patient volume**.
- Led and managed a high-performing marketing team, achieving **5 targeted business growth initiatives** through a collaborative work environment.
- Ensured brand consistency across marketing channels, contributing to a **25% improvement in market positioning**.

Chief Operating Officer (COO)

Al-Istishari Hospital, Sana'a, Yemen

2016 – 2018

- Oversaw hospital operations and administrative functions across multiple departments, improving **resource utilization by 18%**.
- Provided strategic leadership that supported executive management in launching **3 new service lines**, including specialized surgery units.
- Ensured regulatory compliance and cost efficiency, resulting in **\$250,000 in annual cost savings** and enhanced asset protection.
- Improved operational efficiency and patient satisfaction scores from **72% to 94%**.

Polyclinic Director

Saudi German Hospital, Sana'a, Yemen

2013 – 2016

- Directed outpatient clinic operations, increasing **annual revenue by 22%** while maintaining high patient satisfaction.
- Managed staff scheduling and admissions, reducing **patient wait times by 40%** through optimized operational performance.
- Coordinated multidisciplinary departments to ensure smooth patient flow for **350+ average daily visits**.
- Ensured compliance, accurate records, and high service quality.

AR Manager

Saudi German Hospital, Sana'a, Yemen

2012 – 2013

- Managed AR, billing, collections, and insurance reconciliations.
- Prepared financial and invoicing reports and analyzed payment trends.
- Reduced outstanding balances through effective follow-up and policy enforcement.
- Coordinated receivable strategies that decreased **Days Sales Outstanding (DSO) by 15 days**.

EDUCATION

Doctor of Business Administration (DBA)

Arab Academy for Management, Cairo, EGY

2024

Master of Business Administration (MBA)

Arab Academy for Management, Cairo, EGY

2020

Bachelor of Arts

Ain Shams University, Cairo, EGY

1996

SKILLS

- Developing business plan
- Leadership & Team Management
- Critical thinking
- Strategic Planning
- Business Management and Development
- Patient Experience Improvement