



SHEIK ZIAUDDIN MOHAMED

Manager

✉ sheikzahmedmohamed@gmail.com

📍 SINGAPORE, SINGAPORE 760784

☎ +65 90072535

Profile

Highly accomplished and results-driven Manager with 15 years of experience in leading and optimizing operations across diverse industries. Proven track record of driving profitability, efficiency, and productivity through strategic planning, process improvement, and team leadership. Skilled in building and maintaining strong relationships with clients, stakeholders, and cross-functional teams to achieve organizational goals. Adept at analyzing complex business challenges, developing innovative solutions, and implementing effective change management strategies. Committed to delivering exceptional results while fostering a positive and collaborative work environment.

Skills

- **Decision Making:** Capable of making sound decisions based on thorough analysis, critical thinking, and consideration of potential risks and benefits.
- **Problem Solving:** Demonstrated ability to identify and analyze problems, develop innovative solutions, and implement effective strategies.
- **Team Building and Motivation:** Expertise in building high-performing teams, fostering a positive work environment, and motivating employees to achieve excellence.
- **Project Management:** Proficient in overseeing and coordinating complex projects, ensuring timely delivery within budget and scope.
- **Leadership:** Proven ability to lead and manage teams, providing guidance and support to achieve organizational goals.

Employment History

Operations Manager

Jun 2022 - Jun 2023

Sri Satya Sai Sarala Memorial Hospital | Karnataka, India

Sri Sathya Sai Sarla Memorial Hospital is a 400 bedder multi-specialty hospital established in Karnataka in South India. The main aim of the Hospital, is to give treatment **absolutely free of cost**.

- Resolve operational issues and address customer concerns in a timely manner
- Conduct regular performance evaluations and provide feedback to team members
- Train and mentor staff to ensure high performance and productivity
- Identify and implement cost-saving initiatives to improve operational efficiency
- Coordinate and collaborate with cross-functional teams to achieve operational goals
- Ensure compliance with regulatory requirements and industry standards
- Develop and implement operational policies and procedures
- Oversee and manage daily operations of the company
- Lead the out-patient and In-patient teams in the hospital
- Played an integral part with key stakeholders to start the 1st free medical college in India, Sri Madhusudan Sai Institute of Medical Sciences & Research
- Innovated and implemented new ideas at a rural hospital, including a Queue Management System, Bed Allocation System, and Medical Records Department

Senior Executive

Aug 2021 - Feb 2022

Woodlands Health | Singapore, Singapore

Education

Masters in Business

Administration (Online)

Singapore Business School | Singapore, Singapore

Present

MBA

B.S. Management (Logistics and Supply Chain Management)

University of South Australia | Brisbane , Australia

Jun 2011

Diploma in Electronics, Computer & Communication Engineering

Nanyang Polytechnic | Singapore, Singapore

Jun 2003

Certifications

Excel Formula Masterclass

Accomplishments

Long Service Award

Languages

English - Bilingual or Proficient (C2)

Tamil - Bilingual or Proficient (C2)

- Was working remotely from home during my 6 months stay.
- Given the role of setting up the Bed Management Unit within the In- Patient department
- Recruit, train, and oversee a team of bed coordinators for hospital go-live readiness.
- Monitor industry trends and competitive landscape to identify potential risks and opportunities, and develop strategies to open wards on a timely manner

Manager, Operations, Sample Management & Site Services Jun 2019 - Jul 2021

PPD Laboratories, Singapore | Singapore , Singapore

- Lead 2 departments, Sample Management & Site Services within the SG central lab where I oversee the day-to-day operations of both departments comprising 25 staffs
- Spearheaded the project of creating new shifts because of business growth
- Primary point of contact for government blood sample regulatory issues
- Developed, directed, and implemented the COVID-19 business contingency plan
- Implemented new contingency measures, enabling full operations with split shifts
- Collaborated with cross-functional teams to optimize sample management strategies
- Successfully administered the expanding of Lab within SG
- Train and mentor staff on sample management procedures and best practices
- Coordinated with internal teams and vendors for timely, accurate sample delivery
- Analyze KPIs, identify improvement areas, and implement corrective actions
- Develop and implement efficient processes for sample collection, storage, and tracking
- Oversee and manage all aspects of sample management and site services operations
- Perform regular audits and quality checks to uphold sample data integrity and accuracy

Senior Assistant Manager Dec 2011 - Oct 2017

National University Hospital | Singapore, Singapore

- Promoted twice from Senior Executive to Senior Assistant Manager within 5 years
- Responsible to set up a new department within NUH In-patient operations
- Spearheaded the entire bed management operation
- Coordinated with various departments to do data analysis and strategic planning
- Handle customer inquiries and complaints, ensuring a high level of customer satisfaction and resolving issues in a timely manner
- Train, guide and support new employees to ensure their success.
- Oversee daily operations of the store, including managing staff schedules, ensuring adequate staffing levels, and assigning tasks to team members
- Responsible to identify potential leaders within the team
- Monitor and analyze sales and performance data to identify areas for improvement and implement strategies to increase productivity

Operations Executive Oct 2010 - Nov 2011

SATA Commhealth | Singapore, Singapore

- Successfully completed ISO 9001:2008 audit at SATA Woodlands Medical Centre
- Managed 2 medical centers for smooth operations with 30K monthly revenue
- Manage and develop a team of employees, providing guidance and support
- Identify and address operational bottlenecks and implement solutions to overcome them
- Implement and maintain quality control measures to ensure high standards are met
- Monitor and analyze key performance indicators to identify areas for improvement
- Oversee day-to-day operations of the organization, ensuring smooth and efficient workflow

Operation Planner and Operations Coordinator Sep 2008 - Oct 2010

Applus RTD Pte Ltd | Singapore, Singapore

Associate Engineer Dec 2003 - Feb 2008

Chartered Semiconductor Manufacturing Pte Ltd | Singapore , Singapore