

MUCHING ZHANG

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EDUCATION

MASSACHUSETTS INSTITUTE OF TECHNOLOGY, Cambridge, MA Master of Engineering in Logistics Supply Chain Management Program	Expected 2017
APICS Certified Supply Chain Professional	2014
GEORGE WASHINGTON UNIVERSITY, Washington, DC Bachelor of Arts: Elliott School of International Affairs Specialization: Global Public Health	2004 – 2007

EXPERIENCE

IMPERIAL HEALTH SCIENCES, Johannesburg, South Africa Client Manager – Pharmaceutical division of Imperial Group, the largest comprehensive logistics company in Africa <ul style="list-style-type: none">Managed public health portfolio with annual revenues of over \$30m for ISO-certified, GDP compliant pharmaceutical warehouseDeveloped and implemented public private partnerships with governments and multi-lateral donors to deliver over 13m units medication directly to over 7,000 clinics and hospitals across 22 countriesStreamlined KPI reporting and utilized ERP (SAP) data to monitor service levels; on-time delivery consistently over 95%Oversaw development of all client-facing materials, including marketing communications, business proposals, incident reports and rate negotiations; generated over \$3m in new business in the last financial yearAnalyzed market dynamics and health landscape to inform Imperial's go-to-market plan and investment opportunities in EthiopiaForged external partnerships resulting in contracts with impact investment firms and initial contact with Chinese healthcare industry	2012–2016
CLINTON HEALTH ACCESS INITIATIVE (CHAI) Technical Advisor, Monitoring and Evaluation, Pretoria, South Africa <ul style="list-style-type: none">Launched a rapid-response data monitoring system to track the progress of a national campaign to scale up access to HIV services for 15m South AfricansLed development of a technical evaluation process for a health management information system for the public sector, which resulted in the selection of recommended system as the new national standardSecured \$5m in external funding to strengthen Monitoring and Evaluation (M&E) unit and managed the M&E workstream budget within CHAI's total \$20m operating budgetSpearheaded external outreach efforts on behalf of the South African government to build strategic partnerships with the private sector, including corporate sponsors, pharmacy chains and private laboratoriesDeveloped and refined set of strategic planning, target-setting, data collection and quality assurance toolsManaged team of 8 in building local implementation capacity in provincial offices	2010–2011
Research Associate, Center for Strategic HIV Operations Research. Boston, MA <ul style="list-style-type: none">Contributed to team on the ground to develop, analyze and disseminate performance outputs and best practices across programsJamaica: Conducted time-motion studies and process mapping to determine bottlenecks in service deliveryChina: Performed cost-effectiveness studies of two HIV care models in Xinjiang to determine which model to scale upNigeria: Conducted audits of patient charts for HIV-infected infants to determine those lost to follow up with/without outreachZambia: Prepared year-end analysis for Zambian Ministry of Health on performance of a new nurse training program	2009—2010
Program Coordinator (promoted from Program Assistant) Boston, MA <ul style="list-style-type: none">Developed strategy document for CHAI senior leadership on introducing Human Resources for Health as a key strategic initiative; it is now a full CHAI global program with flagship projects in Zambia, Rwanda and LiberiaSupported field operations of the Clinical Mentoring team across 26 countries; tracked progress and synthesized learningsProposed and implemented an organizational structure and platform to promote collaboration and knowledge transfer across 5 global teams focused on maternal and child healthCreated, reviewed, updated and realigned budgets and operational plans, as well as job aids and tools for clinicians in the field	2007—2008

SKILLS & AWARDS

- 2014 Finalist for Imperial Logistics Customer Care Champion Awards; selected from over 700 applicants
- Fluent in Mandarin; traveled to over 30 countries on six continents
- Microsoft Office Suite, SQL, Python, JMP, Tableau