SHIRIN SHAHANA USMAN

## Clinic Manager

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# EXPERIENCE

### Clinic Manager

#### Burjeel Medical City – (Maternal and Fetal Medicine, Obstetrics & Gynecology, Advanced Gynecology Institute)

ffl Jan 2024 – Present 9 Abu Dhabi, U.A.E

* Cultivated strong relationships between healthcare teams and patient service, leading to the successful resolution of 30+ complex patient cases per month and enhancing overall patient care coordination.
* Supervise 10+ staﬀ, optimizing workﬂow and improving appointment eﬃciency by 20%.
* Facilitated daily meetings across three departments (Nursing, Pharmacy, and Lab) resolving conﬂicts hindering patient care and improved clinical delivery times by 15 minutes per patient.

### Clinic Coordinator

#### Kypros Nicolaides Fetal Medicine & Therapy Center

ffl Jan 2022 – Dec 2023 9 U.A.E

* Oversaw clinic scheduling and resources; increased patient ﬂow eﬃciency by 25%.
* Maintained accuracy in insurance submissions and billing processes.
* Trained and mentored new staﬀ, improving team performance metrics.
* Ensured timely gestational-age based appointments with <2% error rate.
* Managed end-of-day ﬁnancial registers and supported audit readiness.

### Operations Executive

#### Burjeel Farha Hospital, Al-Ain / Burjeel Medical City

ffl Jan 2021 – Dec 2021 9 Abu Dhabi, U.A.E

* Implemented and optimized inter-hospital health information systems across two facilities, increasing data accuracy by 30
* Spearheaded recruitment and onboarding of 15+ healthcare professionals.
* Led organization of DOH-accredited medical conferences; increased attendee satisfaction by 30%.
* Coordinated weekly CME sessions for 100+ medical staﬀ.
* Managed procurement and licensing for new clinic setup, ensuring 100% regulatory compliance.
* Served as executive assistant to the CEO, supporting strategic project execution.

### Inventory Executive

#### Refoc Trading Company, Kozhikode, Kerala

ffl Jan 2020 – Dec 2020 9 India

# PROFILE

*Seeking a leadership role in healthcare administration where I can leverage my expertise in clinic operations, healthcare compliance, patient intake management, and team supervision to enhance operational eﬃciency and patient satisfaction. Skilled in driving strategic improvements in healthcare delivery while fostering a collaborative and high-performance environment.*

# ACCOMPLISHMENTS

**Clinic Workﬂow Optimization** Reduced patient wait time by 15 minutes by streamlining interdepartmental processes.

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#### Staﬀ Productivity Boost

Enhanced staﬀ workﬂow eﬃciency by 20% through structured oversight and daily brieﬁngs.

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#### Clinic Setup Leadership

Led complete setup and launch of a new fetal medicine clinic, ensuring full regulatory compliance.

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**CME Program Leadership** Organized DOH-accredited Continuing Medical Education programs, improving participant satisfaction scores by 30%.

# STRENGTHS

Clinic Operations Management

Healthcare Administration

EHR Systems Patient Intake Flow Team Leadership and Training

Regulatory Compliance

Attention to Detail

Collaborative Mindset

**LANGUAGES**

**English** ○ ○ ○ ○ ○

**Malayalam** ○ ○ ○ ○ ○

**Hindi** ○ ○ ○ ○ ○

# EXPERIENCE

### Junior Service Coordinator

#### Weston Enterprises, Kozhikode, Kerala

ffl Jan 2018 – Dec 2020 9 India

### Junior Quantity Surveyor

#### Igreenie Technologies Pvt Ltd, Kozhikode, Kerala

ffl Jan 2016 – Dec 2018 9 India

# AREAS OF EXPERTISE

## Cl Software Skills

* Microsoft Oﬃce Suite: Word, Excel, PowerPoint, Outlook
* Healthcare Information Systems (HIS)
* Scheduling and Resource Management Tools
* Document Control and Electronic Medical Record Systems (EMR)

## 111 Professional Administrative Skills

* Clinic Operations and Staﬀ Management
* Recruitment Support and Onboarding Coordination
* Regulatory Compliance and DOH Accreditation
* Conference and CME Event Coordination
* Medical Licensing and Procurement Oversight
* Insurance Administration and Billing Reconciliation
* Financial Reporting and Register Management

if **Soft Skills**

* Eﬀective Communication and Interpersonal Skills
* Leadership and Team Supervision
* Organizational and Multitasking Abilities
* High Attention to Detail and Accuracy
* Patient-Centric Service Approach
* Conﬁdentiality and Professionalism in Healthcare Settings

# PROFESSIONAL REFERENCES

#### Dr. Mandeep Singh, MD FRCOG MFM (UK) Dip in Fetal Medicine

Consultant - Maternal and Fetal Medicine, Fetal Surgeon

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# EDUCATION

### B.Tech in Computer Science & Engineering (CSE)

#### MES College of Engineering, Kuttipuram

ffl Calicut University, 2010 – 2014

#### Mr. Kamalroop K. V

Purchase Manager - Refoc Trading Company

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