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**PROFESSIONAL EXPERIENCE**

**Assistant Manager (Student Affairs / Alumni Development)**

**Shalamar Medical & Dental College (SMDC), Lahore November 2018 – July 2019**

* Manage and coordinate program academic matters such as admissions, results processing, handles students' quires / provide assistance to students for their academic plan, attendance, fee, and updating of students’ record and reporting to The Principal through General Manager Student Affairs (SMDC).
* Coordination with faculty for course planner, student attendance, internal exams etc
* Proper documentation and communication with various stakeholders (SMDC faculty, hospital, UHS, PMDC) with regards to student processes and curriculum matters.
* To assist students in properly filing applications for financial assistance and review and evaluation of financial assistance applications of students.
* To run Annual Admission Campaign of Medical College, Allied Health Institute and Nursing College.
* Alumni development of SMDC (Data gathering, maintaining & analyzing) and coordination with President of Alumni SMDC.
* Management of different events (Annual Convocation, Annual Alumni Dinner, International conference, Co-curricular activities)
* Any other task assign by the General Manager Student Affairs (SMDC) or The Principal.

**Assistant Manager, Planning & Development Department**

**Fatima Memorial System January 2014 – July 2018**

* To make feasibilities of equipment, healthcare projects and development plans
* Appropriate costing, budgeting and making financial analysis
* Interpreting data from various sources (Data gathering, maintaining and analyzing results)
* Hospital administration & proper planning, scheduling, coordination within and across department and preparing annual review reports of committees
* Compliance of Punjab Healthcare Commission requirements
* As an Ex-officio member of Hospital Operations & Development Committee (HODC), Integrated Academic & Clinical Council (IACC), Dental Management Coordination Committee (DMCC), Medical Services Committee (MSC), Surgical Services Committee (SSC), Emergency Room Committee (ERC), Diagnostics Services Committee (DSC) and Medical Record Committee (MRC), Credentialing Committee (CC), Hospital Clinical Practice Review Committee (HCPRC)for facilitating strategic business planning &development and ensuring better healthcare services.
* Follow ups on the committees’ decisions and reporting to Hospital Director and all Chairmen of relevant committees.
* Strategy Formulation: To plan, develop and implement strategy for operational management and organizational development by analyzing the data (patients, students and staff), so as to meet agreed system (Hospital, College and other affiliated institutes) performance plans within agreed budgets and timescales (covering relevant areas of operations & development – e.g. better services, patients turnover, patients care, launch new educational programs, HR Staffing, whatever falls within remit according to organization’s structure).
* To monitor and report on operational issues, opportunities, development plans and achievements and develop the evaluation performas.
* Coordination with Purchase Department, Store, Biomedical and Quality Assurance for implementation of SOPs,
* Partially involvement in the purchase of capital equipment of hospital
* As a part of P&D team, successful projects include enhancement of ***Enhancement of Emergency Room & Critical Care Services****,* ***Five Years Strategic Business Plan of FMH****,* ***Compliance of Punjab Healthcare Commission (PHC) requirements****,* ***Compliance of Pakistan Medical & Dental Council (PMDC) requirements****,* ***Credentialing Proce****ss,* ***Installation of CT Scan Machine****,* ***Installation of CSSD Machine, Installation of HVAC system, Consultant’s Share Policy 2016, Non-paying policy in light of PMDC requirements, Renovation of OT complex, Implementation of SOPs, Hospital Budget.***
* Pipeline projects include ***Aging of Hospital Equipment, OPD Pharmacy, Annual Work Plan of Clinical Faculty, and Departmental Succession Planning, CSSD services to other Hospitals, Liver Transplant Centre, and Installation of MRI etc.***
* As a part of P&D and HR teams, other activities are as follows:
* Organized Seminar “Reaching out to the Marginalized” – March 2014
* Organized FMH Health Fair – March 2014
* Affiliation of FMHCM&D from PMDC for 50-75 BDS Seats –February 2014
* Affiliation of FMHCM&D from PMDC for 100-150 MBBS Seats –January 2014
* Organized FMHCM&D Open House – September 2012
* Affiliation of FMHCM&D from PMDC for 25-50 BDS Seats – September 2011

**Manager, Planning & Operations (Voluntarily)**

**Pak Health International Expo 2017 November 2016 – February 2017**

* Voluntarily worked as a Manager, Planning & Operations for **Pak Health International Expo – 2017** and looked all matters of operational management and marketing of this event which was held on 11th – 12th February 2017 at Lahore Expo Center.

**Coordinator, Planning & Development Department**

**Fatima Memorial System \_\_Oct 2011 – Dec 2013**

* Proper planning , scheduling & coordination within and across department
* Appropriate administration
* To collect and analyze data
* To prepare annual reports of committees
* To schedule committees’ meetings and take minutes of meetings
* Team base working in the department
* Any other task assigned by the Assistant Director P&D and Hospital Director.

**Coordinator, Department of Medical Education**

**Fatima Memorial College of Medicine & Dentistry Apr2011 –Oct2011**

* To assist in conduction the of workshops for faculty and students
* To conduct surveys in the workshops
* To make analysis by using MS Excel, SPSS
* To prepare reports and present to senior management
* To design questionnaires, conduct surveys collect data during surveys
* To analyze results using Excel, SPSS and OMR techniques

**Intern, Department of Management Sciences**

**National University of Computer & Emerging Science (FAST) Lahore Dec2010 – Mar2011**

* To assist the Academic Officer for all academic operations of department
* Coordination with visiting & permanent faculty for providing them ongoing guidance and support and carrying out observations
* To make time table and date sheet
* To solve students quires (Students’ Enrollment, date sheet and time table clashes)
* To organize departmental events / curriculum activities

**Course Coordination Officer, Department of Electronics**

**The University of Lahore, Raiwind Road Lahore Sep2008 – May2010**

* To assist the Head of Department for the allocation of courses & classes to teachers
* Finalization & implementation of academic calendar & responsible for making time table & date sheet
* To coordinate with visiting & permanent faculty for providing them ongoing guidance and support and carrying out observations
* To ensure that all teachers correctly complete all necessary paperwork, fulfill their contractual duties, are prepared for each assigned class and are in the correct classrooms at least 5 minutes before the scheduled start time.
* Orientation Session for new students
* To manage students’ registration and exam activities and liaison with other departments Registrar Office, Controller of Examination, Finance Department
* To solve students quires related to registration, exams, date sheet & time table clashes
* To monitor teachers & students attendance and provide appropriate notifications
* To conduct the semester exams (Midterm & Final Term)
* To conduct Teacher Evaluation Process
* To organize departmental events / curriculum activities
* To implement the Admission Campaign and conduct the Entry Test of department & university
* To operate & work on University MIS

**EDUCATION**

**2011 Lahore Business School (The University of Lahore)**

MBA (Human Resource Management)

**2008 PU Board Lahore**

B.Sc (Physics, Chemistry, Mathematics)

**2004 BISE Lahore**

F.Sc (Physics, Chemistry, Mathematics)

**2002 BISE Lahore**

Matric (Physics, Chemistry, Mathematics, Biology)

##### **RESEARCH ACHIEVEMENTS**

* Participated and presented the research paper in 3rd International Conference on Statistical Sciences (ICSS) which was held from November 25-27, 2010 at Punjab University (New Campus) Lahore on following topic:

**“Is winning abroad tough for Pakistan Cricket Team?”**

The paper was also published in the “Proceedings Book of ICSS-PU - 2010”.

* Co-authorship was offered from Dr. Rukhsana Ayub (Ex-Deputy Director of Medical Education Department – FMHCM&D) making statistical analysis for her following research paper:

**“'Improving Health Literacy of Women about Iron Deficiency Anemia and Civic Responsibility of Students through Service Learning'”**

Paper was published in the International Medical Journal “Education for Health” in 2015.

##### **ACTIVITIES / CERTIFICATES**

* **TA Ship**

Did Teaching Assistantship for the course “Principle of Marketing" from December 2013 –March 2014 at Institute of Professional Development (Sub-campus of UET), Near NesPak Lahore and TA ship was offered by ex-Assistant Director (P&D, FMH).

* **Facilitator**

Facilitated the Internees Batch of **Student Leadership Program-2011**during 13-25 June, 2011 at Fatima Memorial System Shadman, Lahore.

* **Event Organizer**

Organized **“Business Idea Competition – 2011”** event during the internship which was held on March 11, 2011 at FAST University Lahore.

* **Organizer**

Organized the “**Invent Workshop – 2011” held on 5 – 6 March 2011**, during the internship at FAST University Lahore.

##### **TRAINING**

* Completed the Training of **"Executive Management Development Program"** from June 29**’** 2012 - July 20**’** 2012 offered by HR Department at Fatima Memorial System.

##### **COMPUTER SKILLS**

**2002 – Soft Logix College of Information Technology, Lahore**

Certificate in Microsoft Office (Word, Power Point, Excel), Emailing

**Skills in additional softwares:**

* Optical Mark Reading (OMR)
* MS Visio
* Urdu In-page

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##### **AWARD**

* Participated in the quiz competition in school on the occasion of Annual Prize Distribution Ceremony and took 3rd position.

##### **PROFESSIONAL STRENGTHS**

* Academics operations management
* Hospital/healthcare management
* Strategic & operational and event management
* Data gathering, maintaining and analyzing
* Monitoring & evaluation of activities
* Excellent in planning, coordination, scheduling and administration
* Excellent in WORD, EXCEL & POWER POINT presentations
* Able to work independently as well as team base working
* Keen of research

##### **personal Strenghts**

* Progressive, dedicated, honest, competent and hard worker

##### **INTERESTS**

* Research (Business, Social, Sports topics), General Knowledge Books Reading, Cooking, Outing

##### **Sports**

* Cricket, Football, Badminton, Swimming, Snooker

##### **LANGUAGES**

* English
* Urdu
* Punjabi

**REFERENCES**

**Will be provided on demand.**

