



Bashir Ahmad

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Professional Summary:

A highly skilled and dedicated professional with an MBA in Human Resource Management and over 15 years of extensive experience in administrative and operational management. Possesses strong leadership abilities, proficient in implementing effective policies, and ensuring the seamless running of operations. Demonstrates a proactive approach to problem-solving, managing teams efficiently, and maintaining compliance with organizational goals and healthcare regulations.

Key Skills:

- Ability to guide and mentor teams effectively for optimal performance.
- Skilled in overseeing daily operations, ensuring smooth administrative and healthcare processes.
- Proficient in resolving patient and staff conflicts in a timely manner.
- Competent in preparing reports and presenting data to senior management.
- Ensuring adherence to institutional policies and healthcare regulations.
- Expertise in handling academic-related tasks and communication.

Attributes:

- Strong ability to identify issues and provide effective solutions.
- Careful and thorough in managing medical records, employee documentation, and academic correspondence.
- Capable of handling multiple responsibilities, including academic and operational tasks.

Highest Education:

Master of Business Administration (MBA-HRM) Preston University, Islamabad
2016

Professional Expertise:

- Strong leadership and managerial capabilities to achieve organizational objectives.
- Skilled in resolving operational conflicts and patient-related issues.
- Excellent communication and interpersonal skills to coordinate with diverse teams.
- Efficient under pressure, meeting tight deadlines with well-organized management practices.
- Adept at steering, mentoring, and motivating teams for professional growth.

Computer Skills:

- Microsoft Office
- SPSS, Microsoft Publisher
- In-page

Professional Trainings

- Communication Skills
- Customer Relationship Management
- ACLS/BLS

Professional Experience:

Manager (Administration & Operations) Hanif Medical Complex, Rawalpindi
2021 - 2024

Key responsibilities:

- Supervised daily administrative operations, providing regular feedback to the Director Admin.
- Conducted daily rounds in OPD, IPD, and Wards for effective monitoring and conflict resolution.
- Developed and implemented operational procedures and policies.
- Allocated workstations and prepared work schedules for staff.
- Ensured proper management of medical and employee records.
- Trained new employees and motivated staff for continuous organizational growth.
- Ordered and managed the supply of medical and office essentials.

- Resolved patient issues and ensured compliance with healthcare regulations.

In-charge Clinical Administration / Academics:

Shifa College of Medicine, Islamabad (2017 – Present)

Key responsibilities:

- Monitored and supervised administrative, operational, and academic activities.
- Generated reports for and presented information to the Director, Dean, and Principal.
- Managed academic correspondence for MBBS students and faculty.
- Drafted official documents such as letters, memos, and meeting minutes.
- Conducted seminars and workshops for faculty and students.
- Addressed and resolved conflicts and complaints from staff, students, and faculty.
- Ensured adherence to institutional policies and regulations.

Additional Responsibilities:

- Focal person for PMC (Pakistan Medical Commission) affairs at Shifa College of Medicine.
- Management petty cash for emergency and urgent needs.

References:

Available upon request.