



Mariyam Qamar

Islamabad, Pakistan • Tel: + (92) 335 1627963

• Email: mariyamqamar16@hotmail.com

About Me

With a Masters in Total Quality Management and hands-on experience in Quality Assurance, I led the implementation of a robust Quality Management System. Thriving in dynamic environments, I bring adaptability, flexibility, and a commitment to effective collaboration and teamwork with and within teams. Eager to contribute to maintaining top-tier quality standards and continuous improvement.

Education

2023 **Masters in Total Quality Management** **IQTM, University of the Punjab**

Secured CGPA 3.64/4.00

2021 **BS in Microbiology and Biotechnology** **The University of Lahore**

Secured CGPA 3.83/4.00

Thesis: Production of Secondary Metabolites from Plant Growth Promoting Bacteria: A Review

Professional Experience

Jun 2023 – Feb 2025 **Quality Assurance Officer** **Shaukat Khanum Memorial Cancer Hospital And Research Center, Lahore**

- Ensure compliance with the JCI and Punjab Healthcare Regulations.
- Responsible for monitoring and maintaining the data for all KPIs implemented across the hospital.
- Develop and gather data from all departments, analyze shifts and trends, and evaluate performance on regular basis.
- Participates in the planning and development of policies that guide the delivery of patient care services.
- Assist the head of the department in JCIA-related initiatives and compliance activities.
- Conduct training sessions on PDCA, root cause analysis, run charts, quality tools, and FMEA.
- Perform internal audits and patient satisfaction surveys to ensure adherence to JCIA standards and regulatory requirements.
- Supervise periodic reviews of departmental quality systems to maintain continuous compliance with applicable standards.
- Oversee projects assigned to departments for continuous improvements, maintaining project reports and gantt charts to show project progress to the head of department.

Professional Certifications

- **2021** – Certificate of Completion of Internal Auditor Training Course (Based on ISO9001:2015) Quality Management System from GITCHIA Institute of Global Certification.



Achievements	○ Academic Excellence: Silver Medal in BS for outstanding academic performance.
Relevant Skills	○ Computer skills: Microsoft Word, Microsoft Powerpoint, Microsoft Excel ○ Technical: KPI Monitoring and analysis, Audit and compliance ○ Professional/Social: Teamwork, Project- Management, Communication, Leadership, Organization, Problem-solving, Attention to detail
References	○ Will be furnished on demand.