

PROFESSIONAL SUMMARY

Impact-driven, outcome-oriented, and people-centric management professional with two decades of experience across various Public and Private sector organizations in the domains of *e-governance, law enforcement, public finance, entrepreneurship, healthcare, education* as well as *international development and diplomacy*; with demonstrated ability to effectively integrate and lead large and diverse teams to achieve complex deliverables and operational excellence.

FUNCTIONAL SKILLS

- Program Management (*charter / business case development; planning; execution, monitoring, evaluation and change control; closure and post closure*)
- Operations Management (*business process & resource optimization, analytics & forecasting, training & capacity building, risk and quality management, client success & stakeholder engagement*)
- Administration (*human resources, budget & accounts management, procurement, liaison & protocol, transport and facility management, secretariat support, internal governance*)
- Stakeholder Management & Communications (*corporate & diplomatic event planning & management, outreach & communications, alliances & partnerships, fundraising & sponsorships etc*)

EDUCATION

- Master of Science in Project Management (2015-17)
Comsats Institute of Information Technology
**Coursework complete, Thesis pending*
- Bachelor of Science in Computer Science (2001-05)
Preston Institute of Management Science & Technology

CERTIFICATION & TRAINING

- UK Agent and Counsellor Certification
British Council, UK – 2025
- Counsellor Accreditation Programme
Times Higher Education, UK – 2024
- EO MEPA Leadership Summit
Entrepreneurs' Organization, Beirut, Lebanon – 2019
- EO MEPA Chapter Manager Training
Entrepreneurs' Organization, Nairobi, Kenya – 2019
- Operational Intelligence Analysis
National Counter Terrorism Authority, Islamabad – 2011
- Statistical Data Collection & Analysis
Afghan Opiate Trade Programme, UNODC, Islamabad – 2011
- Strategic Intelligence Analysis
National Counter Terrorism Authority, Islamabad – 2011
- Narcotics Control & Law Enforcement
Xinjiang Police Officers Academy, Urumqi, China – 2010

PERSONAL COMPETENCIES

- Excellent planning, organizing and leadership skills, proven interpersonal and networking abilities, and a high level of adaptability.
- Insightful understanding of formal rules and procedures as well as accepted norms across various organizations and cultures.
- Demonstrated ability to lead diverse teams objectively; and to produce results in constrained environments.
- Strong commitment to professional ethics, accountability, and continuous improvement.
- Proficiency in common productivity tools as well as specialized project management, statistical and accounting software

EMPLOYMENT HISTORY

- Program Manager
Ali Trust Pakistan – Islamabad
Industry: Non-Profit / Education / Healthcare
May 2024 to Nov 2025
- Vice President Operations
CareCloud (NASDAQ: CCLD), NJ, USA - Rawalpindi & Bagh (AJK)
Industry: Healthcare IT / SaaS / Revenue Cycle Management
February 2023 to April 2024
- Hospital Administrator
Maroof International Hospital - Islamabad
Industry: Healthcare Delivery
October 2021 to January 2023
- Chapter Administrator
Entrepreneurs' Organization, VA, USA – Islamabad
Industry: Non-Profit / Entrepreneurship / Executive Education
February 2018 – October 2021
- Deputy Director Administration / Project Manager
Central Directorate of National Savings - Islamabad
Industry: Government / Public Finance
October 2015 to September 2017
- PMO Coordinator / System Administrator
Electronic Government Directorate - Islamabad
Industry: Government / IT / e-Governance
January 2012 to September 2015
- Staff Officer / System Administrator
Narcotics Control Division - Islamabad
Industry: Government / Law Enforcement / Social Services
October 2006 to January 2012
- Forensics Officer / Asst. Network Administrator
Federal Investigation Agency - Islamabad
Industry: Government / Law Enforcement / IT
September 2005 to August 2006

PUBLIC SECTOR PROJECTS

- Central Directorate of National Savings, Ministry of Finance
 - National Financial Inclusion and Infrastructure Project (2016-17) – USD 137 million
 - Automation Project of CDNS, Phase-II (2015-17) – PKR 880 million
- Narcotics Control Division, Ministry of Interior & NC
 - UNODC Country Programme 2010-14 (2010-11) – USD 67 Million
 - Establishment of Project Mgmt. Unit at NCD (2009-11) – PKR 59 million
- E-Government Directorate, Ministry of IT & Telecom
 - Federal Government Data Centre & Intranet
 - E-Office Replication

ADDL. INFO.

- Languages: English (Native), Urdu (Native), Punjabi (Fluent)
- Software proficiency: Microsoft 365, Microsoft Project, Oracle Primavera, Intuit QuickBooks, IBM SPSS
- Hobbies/Interests: Health & wellness, Travel, Reading, Pets

KEY CONTRIBUTIONS & ACHIEVEMENTS

Program Manager

Ali Trust (Regd.) Pakistan – Islamabad

[May 2024 - Nov 2025]

Renowned national philanthropic organization founded in 1984, which mainly works in the areas of education and healthcare; and owns and operates multiple schools and colleges, vocational training institutes, and healthcare facilities across Pakistan, which are completely free for public. Some of the flagship projects of Ali Trust include Ali Trust (Cadet) College Islamabad, and Ali Trust Free Teaching Eye Hospital Okara.

- **Strategy & Program Development:** Established and led the Program Office with a focus on medium to long term organizational outcomes, strategic alliances & partnerships, external engagement as well as internal governance. Devised a detailed program for establishing a robust network of alumni, universities/HEIs, academic and vocational experts etc. to provide a diverse array of student services.
 - **Student Services:** Spearheaded a holistic Candidate Development Program incorporating best practices of ASCA and CAP(THE) to identify and assign suitable higher education streams to students through systematic aptitude assessment, delivering guidance on educational pathways, vocational training, college admissions; and coaching essential career development skills, such as resume writing, interview preparation, basic IT, communications, and networking etc.
 - **Alumni Ecosystem:** Created a detailed organizational framework for the alumni community to actively support academic and skill development initiatives, including a structured giving-back initiative for alumni to volunteer as tutors, mentors, guest speakers, advisors, as well as contribute to scholarship funds etc.
 - **Scholarships, and Vocational Streams:** Institutionalized an endowment seat at GIKI and collaborated with National Outreach Programme (LUMS) and National Talent Hunt Program (IBA Karachi) for provision of scholarships to AT graduates. Also led the initiation of a specialized skill development / vocational education / training program in close coordination with FBISE, NAVTTC, Sultana Foundation and Hashoo Foundation (Hashoo Hunar) etc.
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Vice President Operations

CareCloud Inc. NJ, USA – Rawalpindi & Bagh (AJK)

[Feb 2023 - Apr 2024]

Originally founded as Medical Billing and Transcription Corporation (MTBC) in late 90's as the pioneer of healthcare IT business in Pakistan, and now a publicly traded (NASDAQ) corporation headquartered in New Jersey, CareCloud is among the industry leaders in the United States and has developed and acquired multiple proprietary EHRs as well as competitors, and employs more than 3500 FTEs in Pakistan (Islamabad, Bagh and Karachi), Colombo and the United States.

- **Operational Leadership:** Oversaw Billing, Contact Center, Credentialing, and Coding teams (2,200+ staff across Rawalpindi & AJK), managing \$4.5M/month in revenue from 800+ US-based clients on platforms like TalkEHR, CareCloud, AllScripts, Kareo, etc.
 - **Efficiency & Process Optimization:** Launched a company-wide program for training, automation, and quality improvement targeting a 15% operational efficiency gain in 6 months; led phased implementation and results tracking.
 - **Workforce Development & Retention:** Standardized team structures, defined quality benchmarks, and redesigned employee engagement, incentive, and career path strategies to improve retention and performance.
 - **Compliance & Risk Management:** Strengthened HIPAA/HITECH compliance by embedding checkpoints into core workflows; implemented systematic risk identification, mitigation, and accountability protocols.
 - **Client Onboarding & Product Integration:** Streamlined onboarding workflows, reducing slip-rate by 20% in one quarter; collaborated cross-functionally to launch new CCM and RPM product lines.
 - **Innovation & AI Integration:** Led strategic deployment of generative AI into EHR workflows, boosting efficiency in complaint handling, rejections, and appeals—demonstrating scalable potential for improved care delivery.
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Hospital Administrator

Maroof International Hospital – Islamabad

[Oct 2021 - Jan 2023]

Privately owned / commercial healthcare facility established in Islamabad in 2009, extending tertiary care services in a vast array of clinical specialties. MIH is equipped with state-of-the-art facilities, including a 100-bed in-patient facility, a diverse panel of renowned consultants and round-the-clock clinical services such as EAR, Critical Care (ICU, CCU), Operation Theatres, and in-house Pharmacy and Diagnostic services.

- **Operational Leadership:** Directed all hospital operations including IPD/OPD, OTs, Biomedical Engineering, Medical Gases, Facility Management, Food & Nutrition Services, Security, and Transport, collectively comprising more than 200 employees — enhancing care delivery and efficiency.
 - **Cost Optimization & Workflow Automation:** Reduced operational costs by 15% through workflow automation, consumption control, and smart budgeting—without compromising quality of care.
 - **Patient Experience & Service Culture:** Launched a culture transformation program with outcome-focused staff training based on healthcare service delivery best practices; used patient feedback to drive patient-centered improvements.
 - **Infrastructure & Strategic Projects:** Led end-to-end commissioning of two state-of-the-art cath labs as part of a new cardiovascular unit—oversaw equipment procurement, civil works, and facility upgrades.
 - **Crisis Management & Compliance:** Ensured safety and continuity during crises through robust disaster preparedness protocols and emergency response leadership. maintained regulatory compliance and liaison with CPSP, IHRA, etc., ensuring timely approvals and high standards.
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Chapter Administrator

[Feb 2018 - Oct 2021]

Entrepreneurs' Organization, VA, USA – Islamabad

Global Non-Profit, founded in 1987 in Washington D.C., and now headquartered in Alexandria, VA, USA, EO is a global peer to peer business network of 19000+ entrepreneurs having 200+ Chapters in 80+ countries around the world. EO provides learning and networking opportunities to its members and helps entrepreneurs achieve their full potential in their businesses and personal lives through exclusive membership products and benefits.

- **Chapter Establishment & Governance:** Formalized EO Islamabad's legal foundation by securing non-profit registration, drafting bylaws, and establishing banking operations. Developed robust governance frameworks including budget management, tax compliance, and board meeting facilitation.
- **Membership Growth & Engagement:** Drove 60% membership growth in 2 years through strategic programming. Achieved 90%+ retention rate by curating 40+ premium events featuring global thought leaders (Jay Shetty, Ryan Avery etc.). Advocated and facilitated members' participation in EO's exclusive Executive Education Programs at prestigious institutions such as LBS, INSEAD, Harvard and Wharton etc. Pioneered Pakistan's first tri-chapter retreat (100+ entrepreneurs) with participation from AJK's President.
- **Strategic Partnerships & National Impact:** Forged institutional alliances including NUST, Comsats, NIC, KPITB Durshal etc. for GSEA competitions; and Embassies of US/Spain/Hungary etc. for B2B networking. Secured \$30K+ in global grants and corporate sponsorships.
- **Brand Building & Thought Leadership:** Launched EO Islamabad's inaugural Chapter Magazine and quarterly newsletters; and organized the first formal engagement between EO Islamabad and President of Pakistan.

Public Sector Background

[Sep 2005 - Sep 2017]

Organizations Served: Central Directorate of National Savings (Ministry of Finance); e-Government Directorate (Ministry of IT & Telecom); Narcotics Control Division (Ministry of Interior & NC); Federal Investigation Agency (Ministry of Interior & NC)

Grades / Pay Scales of Posts Held: BS-17 and 18 (Regular); BS-19 (Additional Charge)

- **Policy & Program Management:** Led large-scale PSDP projects with 100+ sites nationwide. Ensured compliance with Planning Commission and PMI standards for end-to-end execution, from planning to closure, including audits and handover. Directed PKR 600M+ procurement (IT infrastructure, training, civil works etc.) compliant with PPRA rules, covering bid evaluation, vendor contracts, and reporting to PPRA/NAB. Revamped project scopes and collaborated with World Bank and State Bank of Pakistan for the USD 137M National Financial Inclusion Project. Made substantive contributions to Pakistan's Anti-Narcotics Policy 2010 and USD 67M UNODC Country Programme 2010-14; and worked as National Focal Point for UNODC's Automated Donor Assistance Mechanism (ADAM).
 - **HR, Administration & Financial Management:** Managed 450+ employees across 12 regional offices, overseeing recruitment (300+ hires), payroll, training, and discipline per Establishment Division policies. Optimized operational costs, and secured annual Budget Estimates and quarterly fund releases via coordination with Ministry of Finance, AGPR, and Planning Commission. Supervised accounts reconciliation, appropriation/re-appropriation, surrender of savings, audit and compliance with GFR/CGA rules. Served as focal point for Federal Audit, addressing PAC / DAC observations and post-audit exercises.
 - **Stakeholder Engagement & Diplomacy:** Acted as primary liaison for international entities (e.g., UNODC, INTERPOL, INCB etc.) and 20+ diplomatic missions (USA, UK, China, UAE etc.). Orchestrated high-level engagements, including ministerial conferences and visits by foreign delegations (e.g. British Home Minister, Russian FSKN Chief, US Assistant Secretary of State etc.), managing protocols with Ministry of Foreign Affairs and security agencies. Represented Pakistan at international forums (e.g., Xinjiang Symposium, China), presenting on counter-narcotics policies.
 - **ICT and e-Governance:** Coordinated deployment and management of national IT infrastructure (servers, firewalls, MAN) for federal projects. Contributed to foundational frameworks for FIA's cybercrime wing (NR3C), including PC-I drafting and LEA training on digital forensics. Conducted IT security audits for federal agencies under and coordinated deployment of e-governance solutions and infrastructure at various public sector entities.
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