

TAIMOOR SHAH

IDP MANAGER/ QUALITY CONTROL MANAGER

Highly skilled and enthusiastic professional with more than 5 years of experience managing operations in patient-centric medical offices. Successfully oversee human resources, budgeting, supply management and patient services. Develop and lead productive and efficient office staff. Contribute to high-volume medical practices by providing exceptional customer service.

Contact

Address

Swat, Pakistan 19131

Phone

+923429655817

E-mail

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Skills

Inpatient registration ●●●●● Excellent

Excellent managerial techniques ●●●●● Excellent

Leading large departments ●●●●● Excellent

Customer and client relations ●●●●● Excellent

Office administration ●●●●● Excellent

Documentation and reporting ●●●●○ Very Good

Patient education and counseling ●●●●● Excellent

Software

Microsoft office ●●●●● Excellent

Hospital Management Information System HMIS ●●●●● Excellent

CRM ●●●●● Excellent

Work History

2022-03 -

Current

Inpatient Department Manager

Luqman international hospital, swat

- Welcomed new patients and actively built relationships by explaining patient services programs and offering information and support.
- Conducted screenings and assessments to determine eligibility for funding sources.
- Offered regular and quality contact with clients to maintain trust, assist in crisis prevention and meet individual needs. Developed supportive professional relationships with patients to enhance quality of life and achieve self-sufficiency.
- Preserved and prepared reports and treatment records.
- Documented case notes daily and coordinated follow-up for seamless case management.
- Worked with medical teams, patients and families to implement effective treatment plans.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor. Developed and maintained courteous and effective working relationships.

2020-12 -

2022-02

ASSISTANT QUALITY MANAGER

Luqman International Hospital, Swat

- Kept reception area clean and neat to give visitors positive first impression.
- Restocked supplies and submitted purchase orders to maintain stock levels.
- Routed business correspondence, documents and messages to correct departments and ER staff members.
- Improved organization of files and records by instituting new system that saved time, minimized errors and accelerated payments
- 100%. Drafted professional memos, letters and marketing copy to support business objectives and growth.

2018-04 -

2020-07

ICU Supervisor

Continental Hospital , Saidusharif, swat

- Developed and distributed employee work schedules based on operational needs and

Languages

English	●●●○○ Good
URDU	●●●●● Excellent
Pashto	●●●●● Excellent

employee requests.

- Coordinated with other healthcare providers concerning treatment plans for patients.
- Maintained up-to-date information in electronic medical records software.
- Remained educated on emerging healthcare technologies and wrote proposals for possible purchases of new equipment to stay at forefront of innovation.
- Responded to inquiries from doctors, nurses and patients with accurate information.
- Successfully negotiated client contract renewals to create increased revenue.
- Scheduled surgeries, managed pre-certifications and verified insurance coverage.

2017-01 -
2018-04

Computer Operator

Halal Foods, swat

- Changed and replaced backup tapes regularly and performed detailed server backups.
- Verified integrity and consistency of duplication measures and storage protocols.
- Processed requests for service from internal and external customers.
- Input data sets into databases, verifying storage of processed information.
- Maintained spreadsheets of data across multiple systems.

Education

2014-06 -
2016-07

High School Diploma

BISE Swat - Saidusharif

2016-07 -
2018-06

Associate of Science: FSC

BISE Swat - Saidusharif

Certificates

2021
2022

DIPLOMA IN INFORMATION TECHNOLOGY DIT

KHYBER PAKHTUNKHWA BOARD OF TECHNICAL EDUCATION

2023

QUALITY MANAGER ON MINIMUM SERVICE DELIVERY STANDARD (MSDS)

HEALTHCARE COMMISSION, PAKISTAN