

# Muhammad Ijaz Khan

Administrative Management

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• Lahore, Pakistan



- ❖ Performance-driven and highly analytical professional with comprehensive experience in leading all facets of administrative management across top-tier health sector.
- ❖ Qualifications Summary:
- ❖ Solid track record of spearheading development of new administrative systems through execution of robust strategies and processes to ensure achievement of set objectives in adherence with regulatory standards.
- ❖ Refined and effective communicator; nurturing collaborative relationships with all levels of management and patients by proactively delivering resolution of complex and emergent issues.
- ❖ Proven success in supervising staff, generating reports, managing recruitment, and developing procedures to bolster organisational success and surpass expectations.
- ❖ Well-known for adapting to challenging and high-paced work environments, whilst managing multiple tasks by meeting and exceeding deadlines.
- ❖ Areas of Expertise:
  - ❖ Strategic Planning & Execution
  - ❖ Administrative Management
  - ❖ Change Management
  - ❖ Quality Assurance Representative
  - ❖ Continuous Process Improvement
  - ❖ Team Training & Leadership
  - ❖ Research & Data Analysis
  - ❖ Oracle
  - ❖ Marketing
  - ❖ Cross-Functional Collaboration
  - ❖ Reporting & Documentation
  - ❖ Problem Resolution
  - ❖ Customer services
  - ❖ Monitoring and Reporting

## CAREER EXPERIENCE:

### MEAL AND MIS OFFICER

2024-Present

- **Strengthening Participatory Organization (SPO)** <https://spopk.org/>
  - ❖ Providing technical monitoring and evaluation support to program teams and overseeing all M&E plans for programs
  - ❖ Conduct Monitoring visits for collection of data on Monthly, Quarterly and Annually basis as per MEL Plan.
  - ❖ Ensure Timely Monthly, Quarterly, and Annual Reporting of Project
  - ❖ Ensure adherence to a detailed implementation plan for M&E activities with Support of PM
  - ❖ Develop related project qualitative and quantitative M&E tools with the technical support from PM
  - ❖ Train project staff in using relevant M&E tools
  - ❖ Catalogue lessons learned and achievements in the field for better project design and decision making, and for donor reporting and cultivation
  - ❖ Work with the Project Manager to identify opportunities to strengthen the office's overall monitoring, evaluation, accountability, and learning activities
  - ❖ Support the Project Manager in his functions to oversee and manage programme implementation functions, work planning, monitoring and evaluation and reporting functions
  - ❖ Support the Project Manager in his functions to coordinate and manage the overall quality delivery of the programme in an effective and efficient manner and help prepare annual work plans & budget in line with the programme outputs and objectives
  - ❖ Provide strategic guidance on activity planning, implementation strategies and future programme orientation.
  - ❖ Provide support to team members and partners/allies in smooth implementation of projects and developing required skills

- ❖ Ensure proper and quality reporting from team members and meet donor’s reporting deadlines.
- ❖ Coordinate closely with other programme teams at regional and NC level for building synergies and affective programme delivery.
- ❖ Coordinate closely with Communication specialist to track the progress of the project and incorporate technical input, feedback and suggest for further improvement.

## **DATA MANAGEMENT AND SOCIAL MOBLIZATION OFFICER**

**2022-2024**

### ➤ **The international Rescue Committee (IRC) <https://www.rescue.org/>**

Country level under the supervision of the IRC team, expected to identify, connect, and bring in the networked health, including those who are less of the “usual suspects”, to the community activities also expected to motivate and engage fellow community members to deliver the best prototypes for the identified public space and gray areas and will report to the designated focal person of the IRC country team. Contribute to design and implementation of outreach activities to provide inputs to outreach community mobilizer.

- ❖ Keep the community updated about the project.
- ❖ Support the development of the annual operational plans for the assigned districts.
- ❖ Follow up and coordinate with the field staff including Family Planning (FP) and government staff at divisional and district levels for the implementation of immunization plans.
- ❖ Connect the mapped initiatives and people with each other and coordinate for their mutual benefit e.g., when more than one group offer the same or complementary services.
- ❖ Monitor the implementation of service delivery in the fixed, outreach and mobile sessions and conducting RCA in the community to assess the routine measles coverage. And assist in preparing high-quality micro-plans for FP methods at Union Council level in the assigned districts.
- ❖ Organize and participate in all project events (practical trainings on collaboration between the local government and communities, consultations with communities, mobilization of youth, community design workshops, idea generator camp etc.).
- ❖ Assist community initiatives with their online documentation (community proposals) jointly with outreach community mobilizer. And support the activities to improve the quality of immunization coverage and surveillance data.
- ❖ Support the Private petitioner to assess the impact of the Family Planning program.
- ❖ Coordinate the activities related to Family Planning and Childbirth spacing with all stakeholders at all levels.
- ❖ Support the operational component of FP/CBS synergy.
- ❖ Provide facilitation in the group formation, election of representatives, record keeping, internal saving mechanism and training/ capacity building of the FP members. And regularly update the Project Manager regarding the security situation in the region a daily basis.
- ❖ Assist informal education and hygiene promotion activities as required in the field.
- ❖ Participate in weekly team meetings. And attend regular community meetings in targeted areas.

## **COORDINATOR MONITORING AND REPORTING**

**2022- 2022**

### ➤ **Government of Pakistan “Minister of National Health Services, Regulation and Coordination Common Unit to Manage Global Fund (TB, AIDS, MALARIA) <https://www.ntp.gov.pk/>**

- ❖ Support Senior MEAL Manger, in establishing and make functional an efficient and action-oriented MEAL system for the project focusing on health and education. And carry out field monitoring visits to verify the mapping exercise.
- ❖ Monitor the construction/renovation work at the selected health facilities.
- ❖ Carry out assessments of program activities such as training and camps and ensure that activities are implemented in line with the operational guidelines.
- ❖ Carry out field monitoring visits of program district in line with the M&E Plan to ensure that the data collection tools are properly used in field and data entry is being done on required formats/systems following deadlines.
- ❖ Coordinate with program team and operation team in conducting baseline of public and private health facilities prior to the dissemination of interactive voice response calls to community members to measure the improvement in self-referrals for TB, AID and COVID-19 after the campaign with the support of project team.
- ❖ Help the program leads and partners in taking data-informed decisions based on monitoring data and findings.

- ❖ Support the Senior MEAL Manager to implement the MEAL plans and ensure real time analytics to guide the quality of the program and implementation.
- ❖ Assist in developing analysis dashboards against project indicators at country, province, and district level.
- ❖ Ensure that data is collected and entered data management system on a regular basis.
- ❖ Validate data for completeness, correctness, consistency and follow up on any data quality issues.
- ❖ Review and develop appropriate formats, data collection tools and systems for monitoring and evaluating programs, assuring quality, and managing data according to internal and international standards.
- ❖ In collaboration with the Senior MEAL Manager, and program teams, carry out regular participatory project monitoring as well as activities according to agreed systems, procedures, and standards.
- ❖ Provide on-site technical support and capacity building to field teams for implementation of project activities.
- ❖ Follow-up with the district field officers on a regular basis to ensure timely achievement of targets in line with the monthly work plans. And support the development of the annual operational plans for the assigned districts.
- ❖ Follow up and coordinate with the field staff including Tuberculosis and government staff at divisional and district levels for the implementation of TB immunization plans.
- ❖ Monitor the implementation of TB immunization service delivery in the fixed, outreach and mobile sessions and conducting RCA in the community to assess the routine measles coverage.
- ❖ Assist in preparing high-quality micro-plans for routine TB immunization at Union Council level in the assigned districts.
- ❖ Responsible for compiling and analysing data and developing summary reports and sharing with Project Manager.
- ❖ Extend needful support to program teams to track progress of the project activities in line with the agreed output and outcome level performance indicators and beneficiary numbers using standardized formats and systems, to establish/maintain data storage and dissemination systems.
- ❖ Assist in the design, collection and analysis of data and information for assessments, surveys and evaluations as required by the MEAL and the program teams as per projects requirements.
- ❖ Conduct data quality assessments, audits, and support relevant teams in improved data management practices.
- ❖ Will represent MEAL during program review meetings and other events to share MEAL updates and/or making presentations if required.
- ❖ Facilitate program team to develop and adopt quality standards for their program interventions and ensure the placement of these standards.

## **SUPERVISOR OPD&AS**

**2019–2022**

- **Shaukat Khanum Memorial Hospital & Research Centre, (JCIA Certified) Lahore**  
<https://shaukatkhanum.org.pk/>

- ❖ Supports the provision of safe, patient and family-focused quality care, assists in the daily functioning of the clinic/department in support of patient care while maintaining confidentiality, supports the successful achievements of Clinic Operations strategic goals, provides ongoing and continuous supervision of all Patient Relation Staff, strives to exceed the service expectations of customers, regularly convey and monitor performance standard with all Patient Relations Staff, ensures that every Patient Relation Staff member has effectively completed and is proficient in connect Practice Management System and any other required hospital training programs.
- ❖ Clinic Operations Management: Oversee all aspects of the clinic's daily operations, including patient scheduling, registration, billing, and front desk activities. Ensure smooth and efficient workflows to enhance patient satisfaction and staff productivity.
- ❖ Staff Supervision: Recruit, train, and manage clinical and administrative staff. Provide leadership, guidance, and support to the team, promoting a positive work environment and fostering professional growth.
- ❖ Patient Care Quality: Monitor and maintain the quality of patient care services. Implement best practices and protocols to ensure the highest level of patient safety and satisfaction.
- ❖ Compliance and Regulation: Ensure compliance with local health regulations, licensing requirements, and other relevant healthcare standards. Regularly review policies and procedures to align with the changing regulatory landscape.
- ❖ Inventory and Supplies Management: Oversee the procurement and inventory of medical supplies, equipment, and medications. Ensure adequate stock levels and appropriate usage to support clinical operations.
- ❖ Electronic Medical Records (EMR): Manage the implementation and maintenance of EHR systems, promoting the efficient and secure storage of patient information.
- ❖ Patient Satisfaction: Address patient feedback, complaints, and concerns promptly and effectively. Implement strategies to enhance patient satisfaction and loyalty.

- ❖ Facility Maintenance: Coordinate maintenance and repairs of the clinic's physical infrastructure and medical equipment to ensure a safe and functional environment for patients and staff.
- ❖ Collaboration with Medical Professionals: Collaborate with physicians, nurses, and other healthcare providers to optimize the delivery of patient care and ensure effective communication between clinical and administrative teams. And Liaise with the IT department in addressing and troubleshooting operational issues as they present.
- ❖ Monitors cash outstanding/No show/Employer details report daily and investigates all accounts of patient walkouts, and late charges entries.
- ❖ Provides cashier training to reduce cash outstanding episodes. and works collaboratively and effectively with the finance department and other hospital staff to reduce cash outstanding.
- ❖ Liaises with the Insurance Department to resolve registration errors and arranges the monthly schedule of the reception, switchboard, porters and Patient Relations Executives of clinics without Clinic Managers. And organizes the master schedule of all Patient Relations staff to ensure adequate coverage of the clinics.
- ❖ Reassigns Patient Relations Executives to cover clinic areas in times of illness or vacations in collaboration with the floor leaders under the supervision of the line manager of clinic operation.

## **QUALITY ASSURANCE REPRESENTATIVE**

**2021-2022**

Overall coordinator of all quality-related activities in the hospital as well as department. In the exercise of this responsibility the representative ensures that all quality related goals, plans and strategies formulated across the department/sections are achieved. The representative reports to the Hospital Management Representative for Quality.

- ❖ Establish, implement, and maintain a documented Quality system across the Hospital and department.
- ❖ With the assistance of divisional head for quality, revise a quality plan, quality process and quality goals that are oriented to assisting the hospital in meeting its quality vision.
- ❖ Exercise leadership in coaching, guiding, and directing the formulation of Quality standards for clinical practice and customer services, QA quality policies and continuous quality improvement (CQI) initiatives.
- ❖ Issues all new revised and amended standards, policies, procedure, and protocols, which guide the practice of the department.
- ❖ Promote and conduct regular Management reviews and ensure that accurate records of such reviews are maintained.
- ❖ Acts as a role model for Quality related activities in the department and Hospital.

## **COORDINATOR**

**2013-2019**

- ❖ Oversaw day-to-day activities in Unit, including spearheading clinic management for vis-a-vis cancellations, setups, and rearrangements in Hospital Information System (HIS) as well as delivering administrative support to management.
- ❖ Ensured complete satisfaction by addressing verbal/written queries and providing resolution of problems faced by patients. And successfully achieved organisational efficiency by establishing and executing robust strategic action plans.
- ❖ Welcome patients, check-in new patients, and answer phone calls. And maintain the appointment calendar, schedules, and medical charts.
- ❖ Communicate with patients, families, medical staff, and caregivers to guarantee smooth operations.
- ❖ Plan patient procedures and activities. And Order medical equipment, supplies, and infrastructure for the hospital.
- ❖ Assist patients with important hospital forms and inform them about the procedures of the hospital.
- ❖ Resolve all patient complaints and collect reviews to help improve functionality.
- ❖ Maintain and update patient medical records. And Work with medical and non-medical employees.
- ❖ Train new employees on hospital processes. And Welcome patients, check-in new patients, and answer phone calls.
- ❖ Maintain the appointment calendar, schedules, and medical charts.
- ❖ Communicate with patients, families, medical staff, and caregivers to guarantee smooth operations.
- ❖ Plan patient procedures and activities. And Order medical equipment, supplies, and infrastructure for the hospital.
- ❖ Assist patients with important hospital forms and inform them about the procedures of the hospital.
- ❖ Resolve all patient complaints and collect reviews to help improve functionality.
- ❖ Maintain and update patient medical records.

## **EDUCATION & CREDENTIALS**

Master of Sciences in Economics (2016),  
Bachelor of Commerce (2011),  
Intermediate in Commerce (2009)  
Matriculation (2007)

University of Education, Lahore  
University of Punjab, Lahore  
Bise Lahore Board  
Bise Lahore Board

## **CERTIFICATIONS**

- ❖ Computer Foundation
- ❖ Leadership Skills.
- ❖ Building Personal Resilience for Humanitarians
- ❖ Gender Equality at the IRC
- ❖ IRC Personal Safety and Security
- ❖ IRC Acceptable Use Policy
- ❖ Problem Solving and Decision Making
- ❖ Basic Life Support Course (BLS) - Non-Clinical
- ❖ Anti-Sexual Harassment Training - Global
- ❖ Equality, Diversity and Inclusion
- ❖ Fundamentals of Safeguarding
- ❖ Leadership And Programme Management In Infection Prevention And Control (World Health Organization)

## **PROFESSIONAL DEVELOPMENT**

- ❖ Problem Solving and Decision Making
- ❖ Leadership Skills.
- ❖ JCIA Preparation (Audit Findings)
- ❖ Firefighting
- ❖ Empathy
- ❖ Information Technology
- ❖ Computers Skill
- ❖ Basic Life Support Course (BLS) - Non-Clinical
- ❖ Attitude and Behavior
- ❖ Be Your Best
- ❖ Telephone Handling Skills
- ❖ Firefighting Awareness Session
- ❖ Workplace Violence
- ❖ Firefighting Awareness Session
- ❖ Appropriate Behavior and Attitude as per Safety Culture Survey
- ❖ Facility Management and Safety Awareness
- ❖ Counter SOP Orientation
- ❖ ISO Orientation
- ❖ FMS Awareness Session
- ❖ Education/Training on Workplace Violence
- ❖ Cash Handling Skills.

## **PERSONAL INFORMATION**

- ❖ Father Name: Shah Rahim
- ❖ Date of Birth: 02/01/1991
- ❖ Material Status: Married
- ❖ Nationality: Pakistani
- ❖

## **TECHNICAL PROFICIENCIES**

- ❖ Oracle ERP System | MS Office Suite, MS Excel, Power Point, Outlook.
- ❖ Languages: Pashto – Native | English, Urdu, and Punjabi – Fluent