

SAID SHAH

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Experienced healthcare administrator adept at managing hospital operations and enhancing patient care outcomes through strategic planning and effective stakeholder engagement. Proven track record in public health, meticulous project coordination, and strong team leadership, supported by advanced training in healthcare management and policy.

Area of Expertise

Healthcare Management | Training & Development | Logistic Coordination | Stakeholder Engagement | Education Administration
Data Management | Team Leadership | Computer Skills: MS Office | Quick Book | Peachtree | Talley | Any Type of Software Installation.

Education

MS Project Management: Institute of Management Sciences Hayatabad, Peshawar, **Continue (weekend classes) (2024--2025)** | Masters of Public Health Session: Institute of Management Sciences Hayatabad, Peshawar, (2019--2022) | Master: Business Administration & Finance: Sarhad University of Science & Information Technology, Peshawar, (2009--2011) | Bachelor of Science: Department of Science, Peshawar University, (2006--2008).

Professional Experience

Administrator

Jun 2022-Jun 2024

Alkhidmat Hospital Landikotal

- Managed overall operation of hospital, including responsibility to Governing Board for control, utilization, and conservation of its physical and financial assets.
- Managed hospital operations by recruiting, employing, and directing trained professional and auxiliary personnel, resulting in a 20% increase in patient satisfaction ratings.
- Prepared and submitted monthly and special reports to the Provincial Office and Governing Body on hospital activities and finances.
- Assisted the Governing Body in formulating policy by preparing and presenting comprehensive reports on hospital plans, funding, operations, efficiency evaluations, and financial statements.
- Attended all Medical Staff meetings, appointed hospital departmental representatives to Medical Staff committees as necessary, and fostered cooperation among all professionals, resulting in around 15% improvement in the quality of patient care.

Field Supervisor

Oct 2021-May 2022

Institute of Public Health and Social Sciences Khyber Medical University

- Managed staff hiring, training, and supervision for SARA Tool and Mapping, maintaining team readiness and proficiency.
- Conducted strategic meetings with Secretary of Health, district DHOs, and population department heads to align project objectives and ensure stakeholder engagement.
- Planned and executed comprehensive field operations and logistics for enumerators, optimizing data collection efficiency while gathering feedback on daily field activities.
- Provided technical support for enumerator proficiency in SARA tool software, ensuring accurate data submission and resolving dashboard issues promptly.
- Conducted Monitoring & Evaluation of district-wide activities, identifying 15% improvement opportunities for continual enhancement and reporting project progress to stakeholders.

District Manager

Oct 2020-Sep 2021

Al Khidmat Foundation Pakistan, District Khyber

- Managed program performance reporting to executive team and directors, ensuring strategic alignment and accountability.
- Optimized district operations, achieving 15% improvement in operational efficiency through emergency services implementation and project coordination.
- Conducted donor meetings and conferences, developed strategies for program teams, and collaborated with HR to manage staff and resources management, promoting effective program implementation and stakeholder engagement.
- Successfully managed budgets, allocated funds, participated in tender processes, and maintained financial compliance and reporting standards.
- Conducted thorough Monitoring & Evaluation of all activities, gathering feedback, conducting performance appraisals, and presenting insights for continual improvement.

Delivery and Operation Officer

Feb 2019-Sep 2020

Chip Training and Consulting (Extended Program on Immunization), District Khyber

- Managed operations, supervised staff, and coordinated logistics to ensure effective implementation of polio activities, including training, evaluation, AFP surveillance, and EPI planning.
- Led emergency response efforts for new polio cases and collaborated with district and provincial managers to address operational gaps and issues highlighted in DEOC monitoring reports.
- Presented comprehensive progress reports at DPEC meetings, contributing to strategic planning and achieving milestones in PEI/EPI program assessments.

Union Council Polio Officer/Union Council Manager

Feb 2015-Jan 2019

World Health Organization (Extended Program on Immunization), District Khyber

- Supervised field operations and team activities, ensuring effective implementation of AFP surveillance and EPI protocols to maintain high standards of polio eradication efforts.
- Coordinated training sessions and evaluated team performance, addressing gaps highlighted in field monitoring reports to enhance operational efficiency and compliance.
- Contributed to emergency response strategies for new polio cases, reporting progress at DPEC meetings and collaborating with senior management to streamline district and provincial interventions.

Admin and Logistics Officer

May 2012-Apr 2014

Alkhidmat Foundation Pakistan, District Khyber

- Processed and formatted documents for printing and copying under supervision from the district manager and Head of Operations and Finance.
- Maintained systematic filing of all reports in both electronic and hardcopy formats; effectively coordinated all project administrative activities, leading to a 30% reduction in processing time.
- Coordinated and provided logistical support for project activities, including travel arrangements and field visits, resulting in a 20% improvement in overall efficiency.
- Coordinated meeting arrangements, including informing team members, booking meeting rooms, and maintaining updated management/staff calendars.

Managing Director

Aug 2008-Apr 2012

Sarhad Children Academy Bara Khyber Agency, District Khyber

- Managed overall administration, motivated teaching staff toward institute objectives, and regularly monitored the institute with both internal and external teams.
- Participated in meetings with the PSA (Private School Association) to improve education quality and address other issues facing education in Khyber Agency.
- Addressed various school issues such as accommodation, light, water, and related concerns. Met with parents and guardians of students to enhance student welfare and development.

Advanced Certification In Training/Workshops

- ✓ Social & Behavior change for Nutrition from Global Health eLearning Centre 25th Mar 2020 (ONLINE)
- ✓ Nutrition an introduction from Global Health eLearning Centre 5th Aug 2020 (ONLINE)
- ✓ Immunization essential from Global Health eLearning Centre 5th Aug 2020 (ONLINE)
- ✓ COVID – 19 How to put on and remove personal protect equipment (PPE) from WHO 18th May 2020 (ONLINE)
- ✓ Severe Acute Respiratory infection (SARI) treatment facility design from WHO 18th May 2020 (ONLINE)
- ✓ Operational planning guidelines and COVID -19 partners platform to support country preparedness and response from WHO 18th May 2020 (ONLINE)
- ✓ Emergency Risk Communication from Northwest Centre for Public Health Practice 14th may 2020 (ONLINE)
- ✓ Maternal and Child Health strategies in Public Health from Northwest Centre for Public Health Practice 14th May 2020
- ✓ Introduction to poliomyelitis and the Global Polio Eradication initiative by WHO 3rd May 2020 (ONLINE)
- ✓ "Polio vaccine , How dose work" at KMU Peshawar
- ✓ Winds of Change , Public Health innovation for Healthier Nation at KMU Peshawar
- ✓ TOT training 4 days at Shelton Green hotel arranged by WHO
- ✓ Attend four-day Active Citizen workshop from British Council at Sarhad University of Science & Information Technology.
- ✓ Fifteen days training on Soft Skills Development conducted by USAID under the Pakistan jobs project Sarhad University of Science & Information Technology.
- ✓ Two months Internship in ABL Sonery branch, during this time handle different banking activities.
- ✓ One week training program on Business Plan Conducted by Organization for Youth & Development (OYD) AT Abbot bad
- ✓ Two days training on Youth Social Entrepreneurship in conducted by YES network
- ✓ One week training on First Aid conducted by Al-Khedmat Foundation in Peshawar.

Certificate of Appreciation

- WHO (World Health Organization) , AHMT (Agency Health Management Team) And Political Agent Collectively Certified As Best Union Council Officer (as well as Focal person for Data flow among the office and field staff of Tehsil Bara and Tirah Maidan) At the End of session 2018
- Al khidmatFoundation , Fata , Pakistan also issued certificate of appreciation in year 2014
- PSA (Private School Association) give best Principal in the session 2008–2009.