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**Professional Summary**

Highly qualified professional with extensive clinical experience combined with administration oversight & staff leadership, resulting in high performing medical units with exceptional quality & service standards. Develop & execute programs to improve productivity & effectiveness with a focus on patient care. Collaborate as a part of cross functional teams to meet the needs of patients in demanding environment. Apply a solution oriented approach to resolve conflict, manage staff & work with strategic partners to achieve optimal results.

Having also worked recently in Quality & excellence department as a coordinator & as a member in JCI steering team & with the ability to implement and develop policy & procedures.

looking forward to make a continued significant contribution utilizing my extensive skills in management and patient safety.

**Professional experience & significant experience**

**Administrative (quality coordinator) June/2015- present**

* Ensures employees’ complete awareness of the quality system and orients new employees to the system.
* Ensures employees’ complete awareness of the vision, mission and goals of the facility.
* Provides guidance to the staff, counsels them in quality improvement activities and patient safety programs.
* Modifies the procedures as required, approves them, re-distributes them and withdraws the old copies.
* Participates and assists in the organization of regularly scheduled management review meetings.
* Designs schedules to conduct internal audits to identify discrepancies and areas of improvement.
* Prepares a list of discrepancies to be presented during management review meetings.
* Follows up the achievement of objectives and maintain records which clarify the objectives that are met and the objectives that are not met with the corrective action plans.
* Maintains confidentiality of the internal audit reports.
* Generates regular reports regarding the facility quality control practices, achievements and possibility of improvement, and forwards copy of them to head of quality department and hospital director.
* Participates in the planning, coordination and presentation of specific training and educational programs as appropriate to Quality Improvement needs of the facility or service.
* Participates in conferences, workshops, symposiums and lectures related to quality management.
* Inform policy owners to update their own policy and procedure, a month before the deadline is due.

**Deputy Charge Nurse(MMW) Sept,2010-May,2015**

* Leading a team of nurses on a shift & exercising clinical judgement & decision making about patient’s needs in terms of their treatment.
* Organize, prioritize & delegate nursing work flow throughout the ward.
* Achieving a delicate balance between the demands of direct patient care & existing medical resources.
* Conduct & participate in staff meetings.
* Supervise the care offered to patients and the nursing performance for all nurses and technicians working during my shift.
* Communicate with families, patients, physicians, ancillary departments and supervisors regarding continuously evaluated processes and making recommendations to nursing in-charge.

**Staff Nurse(FW,SCBU) April,2006-Aug,2010**

* Assisting the lead nurse in the effective operational management of a busy ward.
* Observing & recording a patient’s reaction to various medications & treatments.
* Receiving reports from off going shifts & in return giving reports to oncoming ones.
* Keeping informed about the status of all patients in a ward & under my care.
* Administering medications to patients.
* Acting as a responsible & visible leader within the ward to junior staff & nurses.

**Key skills & competencies**

* Committed to maintain own personal learning & development.
* Working as a part of large multi-disciplinary team.
* A team player with the ability to inspire others.
* Passionate about nursing & genuinely want to get the best for her patients.
* Participate in quality improvement projects.

**Professional development**

* Participate as a member in JCI steering team (June,2015- Dec.,2015)
* Preparation course for certified professional in health care quality CPHQ (Dec 2015)
* ACLS certified (American Heart Association) (29/08/2015)
* BLS certified (American Heart Association) (10/08/2014)
* Bachelor degree in nursing (2012 – 2014)
* Breastfeeding course 20hours (10/2011)
* Diabetes & weight management education & training course 20hours (02/2011)
* Leadership enhancement program (05/2008, 11/2008)
* Diploma in nursing (2002 – 2005)

**Declaration**

I hereby declare that all the above information is true and correct to best of my knowledge.

**References**

* References will be available at request.