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Arar, Saudi Arabia

SUMMARY

Dedicated Senior Specialist Healthcare with over 15 years of experience in healthcare quality management, institutional excellence, and risk assessment. Proven ability to lead accreditation processes, drive performance improvement initiatives, and apply methodologies such as RCA, FMEA, and FOCUS-PDSA. Recognized for leadership, strategic planning, and exceptional communication skills that support sustainable healthcare development.

EDUCATION

Master of Science, Healthcare Systems

Swansea University, Swansea, United Kingdom

Sep 2017 – Nov 2018

Bachelor of Science, Health Services and Hospital Administration

King Abdulaziz University, Jeddah, Saudi Arabia

Apr 2004 – Apr 2008

EXPERIENCE

Duty Supervisor at the Care Center at Arar Airport

Ministry of Health – Arar, Saudi Arabia | Dec 2023 – Until Now

- Monitoring the general health status of travelers
- Completing related administrative work
- Preparing relevant tables and statistics

Assistant General Manager for Quality and Institutional Excellence

Ministry of Health – Arar, Saudi Arabia | Oct 2020 – Jul 2023

- Supervised CBAHI accreditation efforts across all regional healthcare facilities.
- Assessed and improved facility policies, procedures, and capabilities.
- Led risk assessments and mitigation strategies across multiple departments.
- Designed development plans and delivered quality training programs to healthcare staff.

Medical Services Management Consultant

Ministry of Health – Arar, Saudi Arabia | Nov 2019 – Sep 2020

- Supported planning and coordination of COVID-19 pandemic response initiatives.
- Participated in the Clinical Decision Support and Privileging Committee.
- Conducted hospital visits to monitor performance improvement projects.
- Evaluated technical and administrative processes for healthcare services.

Director, Prince Abdullah Specialized Dental Center

Ministry of Health – Arar, Saudi Arabia | Dec 2018 – Oct 2019

- Managed daily operations and workflow across clinical and administrative units.
- Developed and implemented a job performance improvement framework.
- Launched early diagnosis clinics and improved patient scheduling systems.
- Prepared performance evaluation reports and monitored hospital needs.

Contracting Department Manager

Ministry of Health – Sakaka Aljuf, Saudi Arabia | Feb 2014 – Apr 2016

- Determined workforce requirements and developed staffing plans.
- Prepared and managed employee contracts in line with MOH policies.
- Attracted and retained medical competencies to enhance service quality.
- Supported organizational development through strategic HR planning.

SKILLS

- | | |
|----------------------------------|-------------------------------|
| ○ Healthcare Quality Systems | ○ FOCUS-PDSA Model |
| ○ Risk & Patient Safety | ○ KPI Monitoring Tools |
| ○ CBAHI Accreditation Management | ○ Data-Based Decisions |
| ○ Strategic Planning Initiatives | ○ Clinical Governance Support |
| ○ Root Cause Analysis | ○ Leadership & Supervision |
| ○ FMEA Implementation Process | ○ Quality Training Delivery |

LANGUAGES

- Arabic
- English