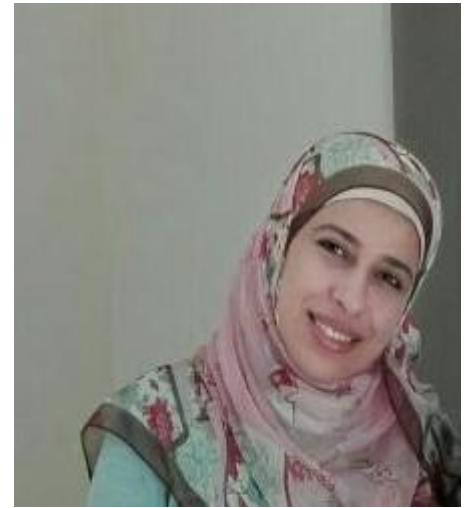


# Dr. Marwa Muhammad

## Career Objectives:

I am looking for a managerial position in a well-known organization, where my experience and educational background can be well utilized.



I am working as Operations Manager at Elite Medical, Egypt, MBA holder, and certified PM, with solid experience in healthcare management, project management, training and development, quality assurance, generating business reports and data analysis and JCAHO accreditation. I enjoy working, communicating with, and training multicultural teams allover the world. I am also working as freelance medical editor, medical and business trainer.

## Education

Year	Name of Education Institution	Degree	Description
2015-2017	Garden York University, USA	Master	Business Administration
2021	Master of Project Academy	Certificate	Prince 2 Training Program
06-2020: 09-2020	PMI Linkedin Learning	Certificate	Project Management
2006 2007	Cairo University, Giza, Egypt	Diploma	Microbiology
1999 2004	Cairo University, Giza, Egypt	B. Sc.	Veterinary Medicine and Surgery

## Employment History

Position: <b>Operations Manager</b>
<b>Elite Medical Cairo , Egypt</b>
From:-To: 2019-Present Manage functional managers (including sales, marketing, regulatory affairs, training and development, HR and administrative managers). Manage, plan, execute, monitor and control new projects. Develop, facilitate and supervise training programs for employees. Assess the needs of business, implement training and development plans, and facilitate a wide variety of training programs that enhance

the effectiveness of the workforce.  
 Oversee work processes, policies, directives and SOPs and deliver high standards of efficiency, service and quality across all business units.  
 Oversee daily operations and HR planning.  
 Handle client relations, complaints and related matters.  
 Conduct reviews, quality control and drive/lead improvements and enhancements.  
 Supervise recruitment, on boarding, training, mentoring and evaluation of staff.  
 Supervise budgeting, planning, submission of business proposals, and risk management.  
 Contribute and support business development initiatives.

Position: <b>Quality Assurance Manager</b>
Name/address of employer: <b>ARC Orlando Florida, USA Healthcare Solutions</b>
From:-To: 2/2015 -2019
<p>Review medical files, reports and documents and edit any medical errors, correct grammatical and spelling mistakes, and flag discrepancies.</p> <p>Oversee quality control and quality assurance processes.</p> <p>Conduct interviews, training and performance evaluation.</p> <p>Assure quality in comparison to ARC and JCAHO standards.</p> <p>Handle client complaints, if any, and take appropriate actions.</p> <p>Generate and review different business reports.</p> <p>Review TAT reports to figure out causes of delay, if any.</p>
Position: <b>Quality Assurance Officer/Medical Editor</b>
Name/address of employer: <b>EPIC TELERADIOLOGY LLC Hospitals and HealthCare Cairo, Egypt</b>
From:-To: 2/2009 -2015
<p>Review medical files, reports and documents and edit any medical errors, correct grammatical and spelling mistakes, and flag discrepancies.</p> <p>Oversee quality control and quality assurance processes.</p> <p>Conduct interviews, training and performance evaluation.</p> <p>Assure quality in comparison to ARC and JCAHO standards.</p> <p>Handle client complaints, if any, and take appropriate actions.</p> <p>Generate and review different business reports.</p> <p>Review TAT reports to figure out causes of delay, if any.</p>
Position: <b>Medical Transcription Supervisor</b>
Name/address of employer: <b>MasrScan Medical Center, Nasr City, Cairo, Egypt</b>
From:-To: 12/2007-2/2009

Brief description of duties and responsibilities:	
Determined training needs and schedule training sessions. Designed effective training programs. Conducted evaluations to identify areas of improvement. Monitored employee performance and response to training. Managed editorial aspects of the production process. Listened to and transcribed different medical reports. Undertook research and checking of the contents. Detected and flagged any incoherence or discrepancies in the medical reports and documents. Proofread all medical reports and documents. Corrected grammatical and structural mistakes in the medical reports. Corrected any mistakes related to the medical terms.	
Name/address of employer:	<b>Economic Company For Food Development , Cairo, Egypt</b>
Position: <b>Assistant Manager</b>	
Brief description of duties and responsibilities:	
Managed daily operations and manpower planning. Handled client relations, complaints and related matters. Supervised work processes, policies, directives and SOPs and deliver high standards of efficiency, service and quality across all business units. Managed recruitment, on boarding, training, mentoring and evaluation processes. Contributed and supported business development initiatives.	

### **Computer Skills:**

Microsoft Project	Proficient
Word-processor:	Proficient
Database:	Proficient
Spreadsheet:	Proficient
Operating Systems:	Proficient
Internet & e-mail:	Proficient
Touch-typing	Proficient
Presentation:	Proficient

### **Language Skills**

Mother Tongue: Arabic
English: Advanced.

### **Other Courses:**

Topics:
Digital Marketing
Life and Career Coaching
Human Resources Management
Medical Transcription Program

Basic Business Skills Acquisition Program  
How To Create Viral Content.

Communication Skills  
Teamwork skills  
Relationship building skills  
Presentation skills  
Time management skills  
Problem Solving  
Leadership skills  
Positive thinking

**Personal Details**

Civil Status: Single  
Date of Birth: 10-Oct-1982  
Permanent Address: 52, Elshorook blds, Nasr  
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