






# SHAIK FAZIN HAROON


## OPERATIONS MANAGEMENT

### CONTACT

 +91-9645500024

 shaikfazin@gmail.com

 n/shaik-fazin-haroon-1b724010a

 Hafsana, Ollukkara PO, Thrissur,  
Kerala, India - PIN - 680655

### SKILLS

- Operations Management
- Healthcare Consulting
- Strategic Planning
- Business Process Improvement
- Team Leadership
- Financial Management
- Customer Relations
- Data Analytics
- Time and Resource Optimization
- Interpersonal Communication
- Entrepreneurship
- Multilingual

### PROFESSIONAL PROFILE

Experienced Operations Management professional specializing in Healthcare Consulting, Strategizing, and Business Process Re-engineering. Proven track record driving revenue growth, profitability, and operational excellence. Strong expertise in Healthcare Consulting, Operations Management, Strategic Planning, Business Process Improvement, and Team Leadership. Successfully collaborated with top management to achieve revenue and profit growth, manage clinicians, and introduce new specialties and technologies. Skilled in strategizing, restructuring, and optimizing processes for enhanced efficiency. Held key leadership roles in hospital operations, managing functions such as OPD, IPD, guest relations, and international patient services. Entrepreneur with experience in diverse industries. Holds an MHA degree and certifications in healthcare quality standards and leadership skills. Fluent in multiple languages. Passionate about operational excellence and driving organizational success. Open to new opportunities in the healthcare industry.

### WORK EXPERIENCE

#### Futureace Healthcare Pvt Ltd. Kochi, India

Chief Executive Officer

April 2022 - April 2023

- Provided exemplary leadership and strategic guidance as the Chief Executive Officer of Futureace Hospital, a renowned super-specialty boutique hospital in South India.
- Successfully oversaw and managed all aspects of hospital operations, ensuring the delivery of patient-focused and high-quality healthcare services.
- Demonstrated exceptional judgment and problem-solving skills in addressing administrative and operational challenges, while serving as a valuable resource for the hospital.
- Collaborated closely with the management team and stakeholders to drive revenue growth, profitability, and organizational success.
- Implemented strategic plans and operational strategies to optimize processes, enhance efficiency, and improve patient care outcomes.

## LANGUAGE

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- English
- Hindi
- Malayalam
- Urdu
- Tamil
- Kannada
- Bengali
- Arabic

## HOBBIES

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- Travelling
- Music
- Sports
- Car Shows & Restorations
- Photography
- Reading
- Driving
- Trekking
- Screenwriting
- Nano Tales
- Poetry

- Fostered a culture of excellence and teamwork, motivating and inspiring staff to deliver exceptional performance and achieve organizational goals.
- Maintained strong relationships with clinicians, ensuring seamless coordination and collaboration for optimal patient care.
- Proactively identified opportunities for business development and expansion, leading to the successful implementation of attractive surgical packages for inpatient and outpatient procedures.
- Upheld the hospital's commitment to safety and comfort, ensuring a patient-centric environment and exceptional healthcare design.
- Managed financial resources, budgeting, and cost control measures to achieve financial targets and maintain fiscal responsibility.
- Cultivated a positive and collaborative work culture, promoting open communication, professional development, and employee engagement.
- Played a key role in ensuring regulatory compliance, FRRO and adherence to healthcare quality standards.

### **Apollo Adlux Hospital. Kochi, India**

#### Manager Operations

November 2021 - March 2022

- Oversaw the operations of multiple departments including OPD, Health Check-Up, IPD, IP & OP Guest Relations, ED & Ambulance Services, and International Patient Service.
- Implemented operational strategies to optimize processes, improve efficiency, and enhance patient experiences.
- Collaborated with cross-functional teams and stakeholders to ensure seamless coordination and smooth functioning of hospital operations.
- Led initiatives to enhance service quality, resulting in increased patient satisfaction and positive feedback.
- Managed financial aspects including budgeting, cost control, and revenue optimization, contributing to the hospital's financial stability and growth.

### **Rajagiri Hospital. Kochi, India**

#### Manager Operations

August 2014 - September 2021

- Led and managed the Operations team, overseeing a wide range of departments including OPD, Health Check-Up, IPD (Admission, Financial Counseling, ICU & OT), IP & OP Guest Relations, ED & Ambulance Services, COVID IPD services & Referrals, and FLTC Management for Covid.
- Designed and re-engineered processes to optimize efficiency and effectiveness, launching successful initiatives such as Rajagiri MedWheels, Rajagiri Flora FLTC, and Heal @ Home Services.

## PERSONAL DETAILS

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- Previous Name :

Jacky Shroff Shaik H

- Date of Birth : 09th September 1984

- Nationality : Indian

- Civil Status : Single

- Passport : Indian

- Collaborated with the top management and stakeholders to drive growth, revenue, and profitability while maintaining a high level of patient care.
- Played a key role in building partnerships and collaborations, such as active involvement in CIAL Disaster Management and ISRO Disaster Management.
- Demonstrated exceptional leadership skills and successfully managed "Prima donna" clinicians, fostering strong relationships and ensuring their alignment with organizational goals.

### **Daya General Hospital, Thrissur, India**

Manager Operations

August 2011 - January 2014

- Oversaw and managed the operations of Daya General Hospital, ensuring efficient functioning of various departments and services, while maintaining high standards of patient care and operational excellence.

### **Trinity Sunrise Healthcare Pvt Ltd. Mumbai, India**

Center Head - Bandra & Malad

April 2011 - August 2011

- Successfully led the operations of Trinity Sunrise Healthcare's clinics in Bandra and Malad, ensuring seamless patient care delivery, efficient operations, and excellent customer service.

### **AL- Ahalia Medical Group. Abu Dhabi, UAE**

Materials Officer

April 2009 - April 2011

- Managed the materials and inventory department of Al Ahalia Medical Group, overseeing procurement, stock management, and supply chain operations, resulting in optimized inventory levels and efficient resource utilization.

### **Apollo Gleneagles Hospital, Kolkata, India**

Management Trainee (Projects & Operations)

October 2007 - December 2008

- Gained valuable experience and knowledge in project management and hospital operations during the management trainee program at Apollo Gleneagles Hospital, actively contributing to various projects and operational initiatives under the guidance of experienced professionals.

## **CERTIFICATIONS**

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- Online Certification Course – Entry Level NABH Standards
- Interpersonal Communication Skills
- In-house Training for “Green OT” Certification and “ResCCU”
- Certification by Speaker from Bureau Veritas India
- In-house Total Quality Management Training in India & UAE.
- In-house JCI Standard Trainings in India & UAE
- In-house NABH Standard Training in India
- Supervisory & Leadership Skills Training
- In-house BLS & Fire Marshal Training – NABH & JCI Hospitals India & UAE
- Healthcare Marketing Workshop Participation Certificate in India
- Life Membership –Hospital Administrators Association of India

## **EDUCATION**

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Health Communication Strategies

Stanford - Center for Health Education

PG Diploma in Medical Law & Ethics

The National University of Advanced Legal Studies, Kochi

Masters of Hospital Administration

Acharya Institute of Health Sciences, Bangalore

Bachelor of Business Administration

Sri C Achuthamenon Govt. College, Thrissur

Kendriya Vidyalaya, Thrissur

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## **REFERENCES**

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On Request