

Baloch Suhail Akhtar

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CAREER OBJECTIVE

Seeking a Suitable Opportunity in the Field of HealthCare Administration with National organization where I can Learn & utilize My Experience & Skills.

EXPERIENCES, DUTIES & RESPONSIBILITIES

Currently Working As **PHLEBOTOMY SUPERVISOR** at Diagnostic & Research Laboratory at Liaquat University of Medical & Health Sciences (**LUMHS**) JAMSHORO/HYDERABAD from August 1st 2016 to Date.

➤ **PHLEBOMIST/MEDICAL RECEPTIONIST/DUEL WORKER June 2002 to Oct 2016.**
At Aga Khan University Hospital (AKUH) Karachi, Hyderabad, Sindh, Pakistan.

- ❖ Checks and process the lab tests requests, provides lab tests related information to the patients, hand over lab test reports to the concerned individuals.
- ❖ Handles cash & credit transactions and maintains the records of excess/shortage of cash according to the laboratory reception policy on a daily basis.
- ❖ At Phlebotomy Centre, The Medical Receptionist is also required to carry out responsibilities of the Phlebotomist and hence function as Dual Worker.

REGULAR DUTIES/RESPONSIBILITIES

- ❖ Carry out the patient registration in Laboratory information system, Check and process lab tests prescribed by doctors by entering details pertaining to the patient, the lab tests to be undertaken and other required data into the computer to avoid any contractual problems.
- ❖ Handle cash and credit transactions as and when required according to laboratory reception policy.
- ❖ Check and confirm test requirements, patient's name and L-number given on the receipt with the final report to avoid handing over of an incorrect report to the patient.
- ❖ Handle telephone inquiries regarding lab tests and take patients' appointments for special tests after consultation with concerned section supervisor/section In-charge according to the Laboratory policy as and when required.
- ❖ Cross check the Cash at hand and the credit transactions slip with the short /excess cash list generated in Integrated Laboratory Management System (**ILMS**) on a daily basis to ascertain whether the same tallies and the discrepancies if any are reported to the supervisor for immediate action.
- ❖ Perform accurate and gentle vein puncture procedures to collect blood, inject the same into the specific container(s) according to the tests requirements on daily basis to provide quality service.
- ❖ Perform domiciliary phlebotomy services as and when required according to the laboratory protocol.
- ❖ Any other duty and responsibility assigned by Manager.

PERIODIC DUTIES/ RESPONSIBILITIES

- ❖ Train new or junior staff according to Laboratory policy as and when required.
- ❖ Co-ordinate maintenance/IT related issues to the concerned department.
- ❖ Supervision of collection unit when assigned.

CERTIFICATES OF PARTICIPATION IN WORKSHOPS& SYMPOSIUMS

01-One day program on "**Heart Saver Provider Course, CPR AED**" organized by **The American Heart Association** (AHA) & The Aga Khan University Hospital (AKUH) Karachi held on June 25, 2014.

02-Participated one day program on "**Clinical Laboratories Orientation Program**" of Aga Khan University Hospital (AKUH) Karachi Organized by Aga Khan University Hospital (AKUH) Karachi held on 19th June 2014.

03-Participated one day program on "**General Orientation Program**" of Aga Khan University Hospital (AKUH) Karachi Organized by Aga Khan University Hospital (AKUH) Karachi held on 18th June 2014.

04-One day program on **“Report building with Customer & Time Management”** organized by The Aga Khan University Hospital (AKUH) Karachi held on June 27, 2008.

05-One day program on **“Anger Management/How to Deal With Customer Complaints”** organized by The Aga Khan University Hospital (AKUH) Karachi held on May 13th, 2009.

06-Participated one day program on **“Difficult Handling People & Self grooming”** organized by The Aga Khan University Hospital (AKUH) Karachi held on March 17th 2009.

07-One day program on **“Heart Saver Provider Course”** organized by The Aga Khan University Hospital (AKUH) Karachi held on June 19th, 2008.

08-One day program on **“ Creating a Culture of Service Excellence & How to Stay Motivated at Work Place ”** organized by The Aga Khan University Hospital (AKUH) Karachi held on April,13th 2008.

09-One day program on **“Team Effectiveness & Team Development”** organized by The Aga Khan University Hospital (AKUH) Karachi held on March 1st 2008.

10-Participated one day program on **“Time Management & Create a Good Impression”** organized by The Aga Khan University Hospital (AKUH) Karachi held on February 24th 2008.

11-Participated one day program on **“Handling Difficult People”** organized by The Aga Khan University Hospital (AKUH) Karachi held on 1st September 2007.

12-Participated one day program on **“Standards” of Joint commission International Accrediting (JCIA)** organized by The Aga Khan University Hospital (AKUH) Karachi on August 10th 2007.

13-Participated one day program on **“Awareness” of Joint commission International Accrediting (JCIA)** organized by The Aga Khan University Hospital (AKUH) Karachi held on 12th May 2007.

14-Participated one day program on **“General Orientation Program”** of Aga Khan University Hospital (AKUH) Karachi Organized by Aga Khan University Hospital (AKUH) Karachi held on 4th September 2006.

15-Participated one day program on **“Quality Awareness & Service of Excellence”** organized by The Aga Khan University Hospital (AKUH) Karachi held on 30th August 2006.

16-Participated one day program on **“Quality Management Services”** organized by International Standardized Organization (ISO 9001 & 2000) in the August 20th 2006.

17- Participated one day program on **“Quality Awareness & Service of Excellence”** organized by The Aga Khan University Hospital(AKUH) Karachi held on 30th May 2005.

18- Participated one day program on **“General Orientation Program”** of Aga Khan University Hospital (AKUH) Karachi Organized by Aga Khan University Hospital (AKUH) Karachi held on September 4th 2002.

ADDITIONAL SKILLS

Correspondence with Head Office as well as Telephonic, E-mail, Fax, Cash handling & to provide the training for enhance the skills to Junior Staff Administratively initiate system for organization / institution.

Implementing different activities related to curricular and co-curricular.

Proficient in Planning, Conducting and Organizing home exams.

Working of daily official correspondence with officials.

Manage overall operations of the Data Network.

Good communication skills in English, Urdu and Sindhi (Spoken and Written)

Academics

❖ Masters in Chemistry

2015 University Of Sindh Jamshoro, Sindh Pakistan.

- **BSc (Biology)** University of Sindh Jamshoro 2012

PERSONAL INFORMATION

Fathers Name	:	Haji Punhal Khan (Late)
Marital Status	:	Married
Religion	:	Islam
Nationality	:	Pakistan