

Shehzad M. Khan

ISO | DQM-LSSGB | CHQP | SHCC | PGDPA | MAS

Quality Assurance, Audit & Compliance Professional, Providing QA / Compliance, Systems / Process Improvement, KPIs, Audit, legal, Billing, Coding, HR, Operations, Back & Front Office Secretarial Services, Having Years of Diverse Experience with mostly BPOs (FMCG, Logistics, Healthcare, Legal, Financial) with Entities in USA, UK & Canada as well Locally in Pakistan.

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WORK EXPERIENCE (17 YEARS)

AM Quality Assurance

(Reporting to AVP)

Systems Ltd.

systemslimited.com

02/2021 – Current

[Karachi, Pakistan](#)

Systems Limited is a global leader of next-generation IT services and BPO solutions to Government and Private Organizations.

Achievements/Tasks

- Track the performance, provide Training and Coaching of employees to identify trends and make sure they meet performance goals.
- Devise procedures to inspect and report quality issues. Monitor all operations that affect quality.
- Assure the reliability and consistency of production by checking processes and final output.
- Work closely with the VP, Manager Operations to anticipate training need assessments, client requirements and commencement of the plans without a fail.
- Review current standards and policies. Keep records of quality reports, statistical reviews, and relevant documentation. Ensure all legal standards are met.

QA & Compliance Manager

(Reporting to Founder and CEO)

Radiology Reports Online, LLC

radiologyreportsonline.com

11/2014 – 02/2020

[Karachi, Pakistan](#)

A Tele-Radiology Service Provider in the US Healthcare with State of the Art DICOM/PACs & Advanced Integrated Systems.

Achievements/Tasks

- Designing QA / Compliance Framework, Policies, SOPs (Visio) – Developing, Implementing (QFD), Analyzing, Reporting and Assuring Mechanisms.
- Identifying, Documenting and Reporting of Measures - Discrepancies, Accuracy, Comparative Trends, Training Need Analysis, Capacity and Workload Analysis, Error Types with Intensity and Frequency, working on Proactive Interventions with Accountability and Incentive based KPI Framework.
- Adhere to Contact Center Regulations & Compliance (TCPA). Risk Assessment, Feedback, Accountability / Incentive Framework. Interdepartmental Coordination SOPs (Visio).

Senior QA Executive

(Reporting to CEO, COO/QA Head)

Imam General Hospital

imamclinic.com

11/2016 – 02/2017

[Karachi, Pakistan](#)

A General Hospital serving since 1973 with fully integrated and equipped units consisting of OPD, IPD, ICU, NICU and ER.

Achievements/Tasks

- Standardization in view of JCI Accreditation.
- Developing and Assuring Departmental SOPs, including but not limited to Procurement, IPD, OPD, Housekeeping, and Billing & Vendor Management.
- Patient care focused Surveys, Data Collection, Analysis and Reporting. Feedback Mechanism.
- Monitoring, Visual Audits, Incidents Reporting with RCA and Recommendations in view of JCI Accreditation.
- Managing a team of QA personnel in achieving QA objectives.

SKILLS

Framework

Policy

Compliance

Utilization

KPI

FDA

SOP

TAT

SIPOC

MS Office

Risk Management

Reporting

EMR / EHR

External Audit

JCI

ISO

Controls

Internal Audit

Team Management

T&D

Software Documentation

FMEA

QFD

Basic IT & Network

Visual Audit

Procurement

Research

Team Development

Monitoring

EDUCATION

DQH, CG & SHCC Standards*

(Advanced Diploma in Quality in Healthcare, Clinical Governance & SHCC Standards)

Pakistan Institute of Management

2020

[Karachi, Pakistan](#)

Healthcare Quality

Basic concepts, patient safety, Designing an intervention to a problem, Measuring performance within quality improvement (LEAN, 6-Sigma, etc.), Continuing quality improvement.

Clinical Governance

Clinical audit, Clinical efficiency, Research and Development, Openness, Risk Management, Education and Training.

Sindh Service Delivery Standards (SSDS) for Hospitals by SHCC

Management, Service delivery, Auxiliary services, infection control, hygiene, and waste management, Safe and appropriate environment.

QMS ISO 9001:2015

(Certified Quality Management System Auditor / Lead Auditor ISO 9001: 2015)

Esenek IRCA (PIM)

2018

[Karachi, Pakistan](#)

Quality & Auditing, Management Systems & Improvement, PDCA Cycle & Quality Management System, Audit Types & Objectives, ISO 9001 Requirements, Audit Process & Auditor Responsibilities, Pre Audit Activities, Internal Audit Planning, Preparation of Check lists, Conducting Questioning, Opening / Closing Meeting, Nonconformity Evaluation & Reporting, Internal Audit Reporting, Corrective Action & Follow Up.

Administrator, HR & Secretary

(Reporting to CEO)

Taher Sheikh Industries Pvt. Ltd.

hmiventures.com

06/2014 – 10/2014

Karachi, Pakistan

TSI as a subsidiary of HMI, a ventures capital company, deals in food, confectionary, fresh fruits & vegetables based in India.

Achievements/Tasks

Facility Management Office Relocation, Renovation, Coordination with Building Management, Supplies, Procurement, Maintenance, Utilities, Disposal, etc.

HR Research, Job Posting, Screening, Interviews, Orientation, HR Training Modules, Documentation, company policy, etc.

Front Office Point of Contact.

IT Coordinator, Dashboard Management, Data Management, Hardware, Software, Networking, Digital Access, etc.

Security Surveillance, Asset Security.

PA Director's Appointments, Meetings, Scheduling, Traveling, Visa, Insurance and Personal Affairs, etc.

Medical Billing and Coding Executive

(Reporting to Team Lead)

Sybrid Private Limited (Lakson Group)

sybrid.com

09/2013 – 05/2014

Karachi, Pakistan

Sybrid MD is a Healthcare BPO for Healthcare Entities in USA, leading the way with cost-effective integrated solutions that ensure clean preparation and timely submission of medical bills.

Achievements/Tasks

- Offshore Healthcare Administrative Support.
- Billing, Coding, AR. Period Collection, Aging Analysis. Quality Reporting, DMS for Billing and AR.
- Ensure Collection targets, timely submission of Claims, Aging through daily Data Analysis and Rejection Resolutions.

Quality MT Account Manager

(Reporting to CEO)

ACS, Inc. – Phoenix, AZ

acsmb.com

05/2007 – 08/2013

Karachi, Pakistan

Arizona Computer Services is Phoenix, AZ based company with advanced capabilities in USA medical billing, EMR / EHR, medical transcription, Trainings for PACS / DICOM Systems, IT solutions & consultancy.

Achievements/Tasks

- Providing quality assurance documented support to Practitioners in USA.
- Listening to dictations, transcribing, proofreading rectifying errors, assuring quality and compliances with reporting on a strict TAT.
- Training and Developing subordinates on standards and compliances.

Quality Controller

(Reporting to Manager Operations)

AMZ Technologies

amzt.com

06/2003 – 04/2007

Karachi, Pakistan

AMZT is an innovative telecommunication and networking integration company with capabilities in medical billing, medical transcription, document management, software / IT solutions, healthcare training & consultancy.

Achievements/Tasks

- Providing Medical Health Record (EMR/EHR) quality assurance documentation support to Hospitals in USA as well Medico-Legal for NHS (UK).
- Listening to dictations, transcribing, proofreading rectifying errors, assuring quality and compliances with reporting on a strict TAT.
- Training and Developing subordinates on standards and compliances.

DQM – LSSGB

(Diploma in Quality Management with Lean Six Sigma Green Belt Certification)

Pakistan Institute of Management

2018

Karachi, Pakistan

QM Foundation, Evolution and Principles, Quality Control, Assurance, Management, Systems, Models, Standards, Challenges in Implementation.

Project Management.

Health, Safety, and Environment.

Quality Risk Management, Cost of Quality. Seven Basic Tools of Statistical Quality Control (SQC), Quality Function Deployment (QFD), Failure Mode and Effects Analysis (FMEA).

CHQP*

(Certified Healthcare Quality Professional)

PIQC Institute of Quality

03/2015 – 09/2015

Karachi, Pakistan

Strategic Healthcare Quality Management.

Regulatory, Accreditation & Certification Quality Management of Joint Commission International (JCI) Accreditation.

Infection Control, Occupational Health & Safety Issues, Facilities Management.

EMR / HER Systems for Hospitals Management of Legal Aspects, Documentation and Medical Records.

Performance Improvement Healthcare Data Analytics (Epidemiological Theory, Methods & Descriptive Statistics) Six Sigma for Healthcare (Data based process improvement methodology) Lean Management in Healthcare (Waste Reduction & Workplace Improvement Methods).

Managing, Improving Human Resources in Hospital.

Clinical Governance (Complaints and Incidence Management) Medication Management (Procurement, dispensing and administration, storage) Risk Management Principles, Tools & Techniques.

MAS - HRM

(Masters in Administrative Sciences with Major in Human Resource Management)

University of Karachi

2012

Karachi, Pakistan

Constitutional & Admin Laws, HRM: Issues, Policies, T&D. Managerial Economics, Human Behavior & Decision Making in Complex Org., Public & Industrial Relations, Business Communication, Principles of Management, Computer Applications.

PGD-PA

(Post Graduate Diploma in Public Administration)

University of Karachi

2010

Karachi, Pakistan

Comparative Public Admin., Admin. Problems and Development, Org. and Public Corp., Personnel Management, Research Methods and Reporting, Statistics, Financial Management, Local Govt. & Public Policy.

REFERENCES

Dr. Amjad Safvi

Founder and CEO

RRO, LLC - Chicago, IL, USA

radiologyreportsonline.com

Masaood Baloch

Founder and CEO

ACS Pvt. Ltd.

acsmb.com