

SUHAIL SURI



OBJECTIVE

Seeking a competitive & challenging environment, where I can serve the organization & building the success of the organization while I experience advancement opportunities.

PROFESSIONAL & PERSONAL ACHIEVEMENTS

Leadership and team management skills.

Strong organizational & administrative skills.

Working with international donor agencies

Successful management of hospital finances/security/procurement/Q.A./Workforce/HR.

Successful management of property.

Successful Enlistment of new approved vendors for the organisation.

Successful renewal & dealing new property/rent Lease agreements for the organization.

Relocation of entire business centre from one building to another with only two hours of IT network outage time.

PROFESSIONAL QUALIFICATION

MASTERS IN PUBLIC ADMINISTRATION (M.P.A)

VIRTUAL UNIVERSITY

2020 TILL DATE

DIPLOMA IN HEALTH CARE & HOSPITAL MANAGEMENT

PAKISTAN INSTITUTE OF MANAGEMENT (PIM)

2018 TILL 2019

Bachelors of Commerce (B.Com)

Punjab College of Commerce Lahore

2002-2005

Intermediate in Commerce (I. Com)

Punjab College of Commerce Lahore

2000-2002

Diploma in Hardware Systems

Government Degree College Lahore

1999

PROFESSIONAL WORK EXPERIENCE

JULY 2018 – TILL DATE

CHRISTIAN HOSPITAL TAXILA

ADMINISTRATOR / GENERAL SUPERINTENDENT

- Monitor daily administrative operations.
- Monitor expenses and implement cost-effective alternatives.
- Create quarterly and annual budgets.
- Develop and implement effective policies for all operational procedures.
- MONITORING & APPROVAL OF MEDICAL & NON-MEDICAL PROCUREMENT.
- PROVIDING SECURITY TO PATIENTS & HOSPITAL EMPLOYEES.
- COMMUNICATION WITH INTERNATIONAL DONORS AGENCIES & NGO.
- Approve work schedules.
- Maintain organized medical and employee records.
- Monitor administrative/non-medical staff's performance.
- Train new employees.
- Ensure prompt ordering and stocking of medical and office supplies.
- Answer queries from doctors, nurses and healthcare staff.
- Resolve potential issues with patients.
- Stay up-to-date with healthcare regulations.

January 2013 – January 2018

M.C.B (Muslim Commercial Bank)

Administration Officer

- Providing administrative assistance to the bank branches of Consumer Lending Division of North Region (Rawalpindi, Islamabad, Peshawar, Abbottabad, Jhelum)
- Handling of day to day administrative issue for smooth operation of the departments.
- Procurement & asset management, disposal/auction in accordance with book value.
- Keeping record of official service/maintenance agreements.

- Renewal of lease agreements of Rent in liaison with Legal department.
- Finalizing new properties for warehouse purpose/ repossessed vehicles of bank leased cars.
- Follow up for due rentals & maintain property files.
- Handling of insurance related work for property & fixed assets in case of fire/theft.
- To carry out various maintenance duties to ensure that the general upkeep and maintenance of the premises is satisfactory.
- Liaison with vendors for renewal of service agreements.
- Coordination with vendors for day to day procurement.
- Processing of vendors monthly invoices for payment.
- Receiving and finalizing of vendors quotations.
- Handling of petty cash.
- Prepare contract with vendor and maintain contract, ensuring that all documents are kept current and complete. Confer with suppliers regarding delivery, quality, etc. to ensure that the requirements are met.
- Analyse the purchase request from the user departments and determine the appropriate method of procurement, Quotation, Tender and Request for Proposal. Provide assistance to user departments, when required, in the preparation of specifications, etc.
- Preparation of Purchase orders & payment requests.
- Ensuring financial processes are under taken in accordance with financial policies.
- Managing official travel process for boarding & logistic support.
- Keeping record of new purchase equipment's.
- Handling of issue of new and old equipment's..
- Scrutiny of monthly utility bills and arranges its timely payment.
- Coordination with Generator Company for generator problems and for maintenance of electrical back up service.
- Assist in the annual physical inventory process, as required.
- Providing Business continuity plan and testing drills.
- Participate in out of hours emergency maintenance service.
- Stock under taking.
- Security coordination.

April 2012 – October 2012

PIZZA HUT (Restaurant)

Assistant Manager Operations/Administration

- Responsible for all business performance of the restaurant.
- Repair & maintenance of property as per international Pizza Hut standards.
- Procurement & asset management.
- Follow up for due rentals & maintain property files, utility bills.
- Doing accountability as per company policy.
- Handling Payment process.

- Analyzing and planning of restaurant sales level and profitability.
- Handling of petty cash.
- Assist with Account receivable process.
- Preparation of reports at the end of shift/week including staff control, food control and sales.
- Budget planning of the branch and agreeing them with senior management.
- Coordinating the entire operation of the restaurant during scheduled shifts.
- Responsible for hiring new staff for different departments.
- Managing staff and providing them with feedback.
- Responding to customer complaints.
- Ensuring that all employees adhere to the company's uniform standards.
- Responsible for training and motivating staff.
- Organizing and supervising the shifts of kitchen staff, waiting and cleaning staff.
- Maintaining high standards of quality control, hygiene, and health and safety.
- Checking stock levels and ordering supplies.
- Preparing cash drawers and providing petty cash as required.
- Helping in any area of the restaurant when circumstances dictate.
- System software data handling which include monitoring of inventory and record keeping.
- Record keeping of total receipts and balance against sales, deposit receipts and lock facility at the end of the day.
- Arrangement for maintenance and repair of equipment.

November 2005 – September 2011

WARID TELECOM

Customer Services Representative

- Answer calls and responds to customer requests.
- Provide customers with product and service information.
- Up-selling products and services.
- Transfer customer calls to appropriate staff and department.
- Identification, research and resolution of customer issues using the computer system.
- Follow-up customer inquiries not immediately resolved.
- Complete call logs and reports.
- Research billing issues.
- Recognize, document and alert concerned department of trends in customer calls.
- Recommend process improvements.
- Support in training sessions for new employees.
- Interdepartmental rotational work: Customer Service department, Internal official helpline department, Operation Support department, Outbound department.

Business Centre Representative

- Data entry for all customer accounts and billing information.

- Assist customers with resolution of account balance problems and discrepancies.
 - Balance daily receipts and preparation of bank deposit.
 - Providing training to staff regarding billing and coding procedures.
 - Providing support for ownership transfer.
 - Coordination of daily internal operations.
 - Network outage handling.
 - Performing team leadership activities.
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TRAININGS

- Pizza Hut “Lead a Shift” training certified by YUM Brands Inc.
 - Online training session RGM Standards by Pizza Hut.
 - Training session “ Pro.English Grammer Mistakes”.MCB.
 - Motivation training “warid wins warid inspires”.Warid Telecom.
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PROFESSIONAL & PERSONAL SKILLS

- Leadership and team management skills.
 - Business management skills including budgeting, account handling, sales and marketing skills.
 - Knowledge of health, safety and hygiene regulations and procedures
 - Multitasking skills.
 - Strong organizational skills.
 - Ability to work under pressure while maintaining patience and exposure.
 - Ability to communicate effectively both verbally and in writing.
 - Ability to think quickly and logically to ensure proper response to customer inquiries.

 - Good ability to speak different languages; English, Urdu, Punjabi
 - Playing sports like cricket and football.
 - Travelling and visiting new places.
 - Keen interest in Auto motives and Automobile industry.
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PERSONAL INFORMATION

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