

AKBAR SHA BASHEER

HEALTHCARE INFORMATION SYSTEMS & OPERATIONS SPECIALIST

PROFESSIONAL SUMMARY

Healthcare Information Systems and Operations Specialist with 8+ years of experience across UAE healthcare facilities, combining HIS/EMR implementation, multi-clinic operations, RCM, workflow optimization, and regulatory compliance. Led HIS deployments across clinics and hospitals with 100% operational alignment and trained 100+ clinical and administrative staff. Managed operations across 6 medical clinics, reduced patient wait times by over 15%, and strengthened digital workflows, system adoption, patient experience, and revenue cycle efficiency.

CONTACT

- +971 55 155 6404
- akbarshabasheer@gmail.com
- Al Jimi, Al Ain, UAE

SKILLS

HEALTHCARE INFORMATION SYSTEMS

- Hospital Information Systems (HIS)
- Electronic Medical Records (EMR)
- HIS Implementation
- EMR Implementation
- System Configuration
- System Rollout
- Go-Live Management
- L1/L2 Application Support

HEALTHCARE OPERATIONS

- Healthcare Operations Management
- Multi-Clinic Management
- Clinical Workflow Optimization
- Patient Flow Management
- Facility Operations
- Resource Allocation
- Staff Scheduling
- Patient Experience

REVENUE CYCLE & ADMINISTRATION

- Revenue Cycle Management (RCM)
- Medical Billing
- Insurance Eligibility
- Claims Documentation
- Revenue Capture
- Operational Process Improvement

PROFESSIONAL EXPERIENCE

IMPLEMENTATION TEAM LEADER

Tanjer Info System LLC, UAE | Jan 2024 – Present

- Lead full-lifecycle HIS deployments across UAE clinics and hospitals, ensuring 100% operational alignment.
- Re-engineer clinical workflows to enhance system utilization and improve healthcare provider efficiency.
- Direct User Acceptance Testing (UAT), issue tracking, and go-live activities for stable system deployment.
- Integrate ADFS/SSO and LIS solutions to automate laboratory result flows and improve data accuracy.
- Train 100+ clinical and administrative staff on healthcare systems, workflows, and operational procedures.
- Oversee vendor relationships, API integrations, and customized enhancements across healthcare facilities.
- Drive digital transformation by transitioning multiple facilities from paper-based processes to integrated HIS environments.
- Drive digital transformation by transitioning multiple healthcare facilities from paper-based processes to integrated HIS environments.
- Facilitate system adoption by aligning clinical requirements, operational workflows, and user training throughout implementation phases.

SENIOR EXECUTIVE – OPERATIONS (MULTI-CLINIC MANAGEMENT)

Right Health Holdings, Dubai | Jul 2021 – Nov 2023

- Directed daily functions across 6 medical clinics, optimizing patient flow and service delivery.
- Improved Revenue Cycle Management (RCM) through targeted staff training and system configuration.
- Administered medical billing, insurance eligibility, and claims documentation in line with UAE regulations.
- Identified service bottlenecks and standardized procedures, reducing patient wait times by over 15%.
- Designed resource allocation and staff scheduling models to maximize productivity during peak periods.
- Improved service delivery by addressing operational bottlenecks and standardizing processes across clinical and administrative functions.

IMPLEMENTATION & INTEGRATION

- User Acceptance Testing (UAT)
- ADFS
- SSO
- LIS Integrations
- API Management
- System Integration
- Interoperability
- Malaffi
- Shafafiya

LEADERSHIP & STAKEHOLDER

MANAGEMENT

- Team Leadership
- Staff Training
- Change Management
- Stakeholder Management
- Vendor Management
- Cross-Functional Coordination
- Healthcare Staff Development

COMPLIANCE & SUPPORT

- DHA Compliance
- DOH Compliance
- Regulatory Compliance
- Clinical System Support
- Hardware Troubleshooting
- Network Maintenance
- OS Administration

SOFTWARE

- MS Excel (Advanced)

EDUCATION &
CERTIFICATIONS

**Master of Business Administration
(MBA)**

Madurai Kamaraj University, India

Bachelor of Arts

Madurai Kamaraj University, India

**Customer Support Engineer (Hardware
& Networking)**

Corona Institute of Technology, India

CLINIC IN-CHARGE

Right Health Al Sanaiya Medical Clinic, Dubai | Nov 2017 – Jun 2021

- Supervised daily administrative and clinical functions involving doctors, nurses, and support personnel.
- Ensured facility adherence to DHA/DOH requirements and maintained successful regulatory audit outcomes.
- Revamped front-desk protocols and feedback processes to strengthen the overall patient experience.
- Controlled medical supply inventory, facility logistics, and vendor maintenance contracts to prevent disruption.
- Organized staff coordination across clinical and administrative functions to sustain efficient clinic performance.

HUMAN RESOURCES ASSISTANT

Kerala Minerals & Metals Ltd, India | Jan 2016 – Jun 2017

- Facilitated HR operations including employee onboarding, payroll administration, and recruitment logistics.
- Supported workforce administration and coordination activities for a large-scale employee base.
- Coordinated recruitment logistics and employee onboarding activities to support workforce requirements.
- Assisted with payroll administration and routine HR processes to maintain accurate employee records.

KEY CAREER ACHIEVEMENTS

- Led digital transformation initiatives transitioning multiple UAE healthcare facilities from paper-based processes to integrated HIS environments.
- Optimized Revenue Cycle Management workflows to improve clinic revenue capture and operational efficiency.
- Maintained a 100% success rate in regulatory facility audits across managed clinical sites.
- Implemented automated LIS result flows that reduced manual laboratory data entry and improved information accuracy.

ADDITIONAL INFORMATION

- Nationality: Indian
- Languages: English | Hindi | Malayalam | Tamil
- Driving License: UAE Light Vehicle License