

---

# SAQIB KHATTAK

## HEALTHCARE MANAGEMENT CONSULTANT

---

Nowshera, Khyber Pakhtunkhwa, 24030 Pakistan ♦ +923359305118 ♦ saqibjalal92@gmail.com

---

### WEBSITES, PORTFOLIOS, PROFILES

---

- <https://www.linkedin.com/in/saqib-khattak/>

---

### PROFESSIONAL SUMMARY

---

Dedicated and professional individual with a proven track record in public health, biomedical research, health laboratory services, business development, finance, and management consulting. Skilled at identifying and resolving issues, implementing strategic improvements leveraging emerging technologies for optimal operational efficiency. Adept communicator with a history of fostering positive relationships and surpassing objectives.

---

### SKILLS

---

#### Business Development



#### Financial Management



#### Operations management



#### Clinical research



#### Project Management



#### Healthcare Management



#### Clinical laboratory management



#### Research Writing and Reporting



---

### WORK HISTORY

---

#### Medical Laboratory Manager, 06/2022 - Current

##### **Qazi Hussein Medical Complex** – Nowshera, Khyber Pakhtunkhwa, Pakistan

- Maintained high levels of laboratory safety by adhering to strict guidelines and conducting regular safety audits, ensuring compliance with OSHA standards.
- Mentored 10 new staff members, providing training on laboratory techniques and best practices for efficient workflow management.
- Facilitated strong communication between lab staff, physicians, nurses, and other healthcare professionals to ensure seamless collaboration on patient care.
- Maintained confidentiality of all patient information to conform to HIPAA, internal, and other regulatory standards.
- Exceeded performance targets related to accuracy, efficiency, productivity, and customer satisfaction metrics within the lab setting by 60% relative to previous metrics.
- Optimized use of laboratory information systems to ensure efficient data management and reporting resulting in 100% decluttering and accuracy.
- Conducted detailed microbiological cultures to identify infectious agents, enhancing treatment outcomes. Leading to 70% decreased recurrence rate.
- Utilized various medical laboratory equipment to conduct tests and analyses.

#### Management Consultant, 05/2021 - 05/2022

##### **Legacy Clinics and Diagnostics Ltd.** – Kigali, Rwanda (Remote)

- Leveraged industry best practices to drive continuous improvement efforts within client organizations.
- Implemented technology solutions that streamlined processes, improved efficiency, and reduced costs for clients.
- Identified key performance indicators, enabling clients to monitor progress towards business objectives. Improving employee performance by 80%.
- Collaborated with cross-functional teams to develop comprehensive business plans and strategies.
- Evaluated diverse organizational systems to identify workflow, communication, and resource utilization issues. Decreasing time and resource waste by 45%.
- Conducted data-driven analyses and identified 4 areas of opportunity for cost reduction and efficiency gains.

**Consumer Services Specialist III, 10/2019 - 02/2020**

**Maximus: New York State of Health** – Albany, NY, USA

- Administered CRM software to track resolutions, and enhanced customer interaction efficiency by 50%.
- Improved performance metrics related to call handling time, resolution rates, and overall satisfaction scores by 75%.
- Managed escalated calls professionally, diffusing difficult situations to ensure customer satisfaction.
- Implemented feedback from quality assurance reviews, demonstrating adaptability and commitment to continuous improvement.
- Provided expert product knowledge when assisting customers with inquiries about features, benefits, pricing, installation guidelines or troubleshooting tips.

**Project Management Consultant, 02/2018 - 05/2018**

**Johns Hopkins Center for Bioengineering** – Baltimore, MD, USA

**Associated Project: MBA, JHU Carey Business School**

- Modeled target customer segmentation of 35%, using data analysis of U.S. population data dictionaries. Forecasted a potential market revenue of \$9 million per year by implementing industry product segmentation methodology.
- Innovated a pricing strategy by modeling Bertrand analysis based on customer willingness-to-pay survey results and competitor pricing analysis.
- Performed NPV analysis using Crystal Ball on the capital budget allocation to analyze the profitability of the projected investment, conceptualized the breakeven point in two years, and expedited 30% growth, with a total enterprise value of \$14.6 million forecasted.
- Applied knowledge of project management life cycle to keep project work moving smoothly.

**Healthcare Consultant, 10/2017 - 03/2018**

**Legacy Clinics and Diagnostics Ltd.** – Baltimore, MD, USA

**Associated Project: MBA, JHU Carey Business School**

- Promoted business model operations for a 35% revamp using data mining and data analysis of annual health statistics, public and private sector hospitals, salaries of public sector hospital employees, medical equipment, performance-based financing, and funding sources.
- Reduced mean patient waiting times by 25 minutes, incorporating Kingman's Law methodology, assessing variability, utilization, and service time analysis.
- Developed strong relationships with key stakeholders in the healthcare industry, positioning clients as trusted partners within their respective markets.
- Developed customized healthcare strategies for clients, resulting in enhanced operational efficiency and patient satisfaction.

**Diagnostic Lab Manager, 08/2015 - 06/2016**

**Din Medicare and Cardiac Care Center** – Nowshera, Khyber Pakhtunkhwa, Pakistan

- Conducted periodic performance reviews for 5 staff members, offering constructive feedback to facilitate professional growth.
- Designed processes to increase efficiency by minimizing error and reducing repetitive tasks.
- Leveraged data and analytics to make informed decisions and drive business improvements.
- Developed and implemented standard operating procedures for laboratory processes, resulting in enhancing quality of work by 100%.

**Research Assistant Internee, 04/2015 - 06/2015**

**DUKE-NUS Graduate Medical School (Laboratory of virus evolution)** – Singapore

- Conducted extensive literature reviews to support 2 ongoing research projects, significantly expanding team's knowledge base.
- Analyzed results using analytical software and created reports.
- Participated in research projects by designing and executing experiments.
- Participated actively in regular meetings with fellow researchers to discuss project updates, challenges faced, and lessons learned during ongoing activities.

---

## EDUCATION

---

**MBA: Health Care Management, 09/2019**

**Johns Hopkins University, Carey Business School** - Baltimore, MD, USA

- [Dean's Merit Scholarship], [2017] from [Dean, JHU, Carey Business School]
- Recipient of [One Carey Business Case Competition Winner, [Spring, 2018]

**Master of Science: Biomedical Sciences, 05/2017**

**Iowa State University** - Ames, IA, USA

- Thesis Statement: [Gynecological Cancers, Inequity of healthcare resources for women in developing countries, a management perspective.]

**Bachelor of Science: Biomedical Sciences, 09/2015**

**International Medical University** - Kuala Lumpur, Malaysia

- Thesis Statement: [A study to evaluate the anti-proliferative potential and hemolytic toxicity of dendrimer stabilized hybrid lipid vesicular packets of Paclitaxel against MDA-MB231 Breast Carcinoma Cell lines.]
- Dissertation: [Current trends and challenges in treatment of gynaecological cancers: A review]
- [Vice President Medical Sciences], [Student Representative Council]

---

## CERTIFICATIONS

---

**MLS - Medical Laboratory Scientist, 09/2015**

Bachelor's Degree accredited by World Education Services (WES), Institute of Biomedical Science (IBMS), UK, Malaysia Qualifications Agency (MQA) and Higher Education Commission Pakistan (HEC).



**McKinsey.org Forward Program, 07/2025**

