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PROFESSIONAL SUMMARY

A detail-oriented Administration experience more than 12 years of experience in office management, budget control, and HR support. Proven track record in optimizing office operations, improving workflows, and ensuring compliance with organizational policies.

Key Skills

- Office Management
- Budgeting & Expenditure Tracking
- Record Keeping & Documentation
- Communication & Correspondence
- HR Support & Onboarding
- MS Office Suite & Database Management
- Policy Implementation & Compliance

WORKING EXPERIENCES

01- Regional Coordinator Hyderabad Region , 7th Aug 2021– 4th Jan 2023
South City Hospital @ Clinical Laboratories Karachi Pakistan.

- Administrative Operations of Phlebotomy stations, Ensure quality Services to the customers. Ensuring the day to day smooth running of collection points and Stat Lab of Hyderabad region.
- Managing the operations of Laboratories and respond to all sort of regulatory matters and ensure regulatory compliance throughout the Hyderabad region. Committed to provide health and safety standards.
- Manages Patient complaints and Care directly with patients and their families to complete medical tasks and ensure they receive quality care.
 - Managed daily office operations, ensuring smooth administrative processes for a team of [number] employees.
 - Handled correspondence, scheduled meetings, and maintained office supplies.
 - Monitored and tracked office expenses, assisting in budget planning and management.
 - Organized records, ensuring compliance with company documentation policies.
 - Supported HR by onboarding new employees and maintaining employee records.
 - Implemented office policies and ensured adherence to organizational procedures. Any other duty and responsibility assigned by Senior Business Manager/Director.

02- Coordinator Outreach Services Hyderabad (Team Leader),
Tabba Heart Institute Karachi Pakistan. 14th Jan 2020 – 6th Aug 2021.

- Ensuring the day to day smooth running of all Areas State of the Art Cardiac Hospital's Administrative operations such as **Phlebotomy/Stat Lab, Non Invasive Cardiology Services, Consultant Clinics, and Pharmacy.**
- Make duty roasters and manage all staff duties as well Consultants schedule on daily basis visits.
- Stock inventory & control the assets. Maintain Sindh HealthCare Commission SOPs.
- Ensuring preventive and corrective maintenance of equipment of Outreach Center.
- Coordinated administrative tasks, including scheduling, file management, and office supplies procurement.
- Provided comprehensive support to senior management in meeting preparation and travel arrangements.
- Maintained accurate financial records and assisted in budget preparation.
- Oversaw the maintenance of office equipment and liaised with vendors for repairs and supplies.

03- Laboratory Phlebotomy Officer 1st Aug 2019 – 13th Jan 2020
Clinical Laboratories ISRA University Hospital Hyderabad Pakistan.

- Looking and managing all the functions **Phlebotomy** within Hospital also patient's/Physicians complaints and resolving on rapidly/timely with responsiveness.
- Most of my time passed & strived to promote my Phlebotomy Center.
- Manage Duties Roster of all staff.
- Trained New Staff to become a value-added employ of the organization.
- Any other duty and responsibility assigned by Administrator Clinical Lab.

04- Medical Receptionist & In-Charge Specimen Collection Unit 12th May 2014 – 18th Mar 2019
Aga Khan University Hospital (AKUH) Karachi 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.
- Also required to carry out responsibilities of the Phlebotomist and hence function as Dual Worker.
- **REGULAR DUTIES/RESPONSIBILITIES**
- 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.

05- Assistant Admin/General 10th Aug 2009 – 30th Apr 2014
People's Primary HealthCare Initiatives (PPHI), Tando Allahyar, Sindh, Pakistan.

Major role in Administration & Documents Control , Responsible for supervising, Corresponding, Documentation, Documentation, Record keeping, Reporting, Updating the General administrative matter as per standard Operation Procedures (SOP) Of PPHI.

Document Management: Maintain, update, and manage the document control system, including digital and physical documents.

Tracking & Distribution: Ensure documents are filed correctly and track document versions and revisions. Distribute documents to relevant stakeholders.

Compliance: Ensure all documents meet regulatory and company standards for quality, security, and privacy.

Support: Assist in preparing, formatting, and distributing documents for internal and external use.

Audit Support: Prepare documents for audits and ensure easy retrieval of records when necessary.

Security & Confidentiality: Maintain strict confidentiality and security of sensitive documents.

Reporting and Up-dating Monthly and fortnightly medicines stock reports, received stock and consumption reports, daily stock status report to District support manager DSM.

06- Medical Receptionist (Dual Worker) 1st Aug 2006 – 17th Aug 2009
Aga Khan University Hospital (AKUH) Karachi 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.
- Also required to carry out responsibilities of the Phlebotomist and hence function as Dual Worker.
- Perform domiciliary phlebotomy services as and when required according to the laboratory protocol.
- Any other duty and responsibility assigned by Manager.
- 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.

EDUCATION

- ❖ **MBA** 2007 - 2010
University Of Sindh Jamshoro/Hyderabad Pakistan.

PROFESSIONAL CREDENTIALS

- ❖ 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.
- ❖ 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.
- ❖ One day program on "**Handling Difficult People**" organized by The Aga Khan University Hospital (AKUH) Karachi held on 1st September 2007.
- ❖ One day program on "**Standards**" of Joint commission International Accrediting (JCIA) organized by The Aga Khan University Hospital (AKUH) Karachi on August 10th 2007.