



Manar Agha Al Nimer

Malnimer@medlabsgroup.com • P.O.Box 830200, Amman 11183, Jordan. •
Tel. 00962-6-4631 525, Mobile: 00962-79-5571142

Education

The Da Vinci Institute for Technology Management- Johannesburg, SA- in Cooperation with Trans4m Center-Geneva, 2018

MedLabs Journey to INTEGRAL ENTERPRISE- Building an Integral CARE-ing Culture
in Jordanian/Middle Eastern Enterprises

Lloyd Register EMEA- Amman, Jordan, 2004

ISO 9001-2000 series Auditor / Lead Auditor Certificate

Buckingham University- London, UK, 2003

MSc Transformation Management

Phase-1 : Finance and Intellectual Capital, Operations and Management,

The main objective was:

The Role of Human Resources in Marketing Medical Laboratory Services,

Mark Classification:

Merit

Phase-2 : Human Resources to Conscious Evolution, Marketing and Services to

Healthy Community

The main objective was:

- **MedLabs Alignment,**
- **Culture, Staff, Systems Present and Future**

Mark Classification:

Merit

Phase-3 : Strategy to Complexity: Business in Society, Transactional to

Transformational Leadership, Organizational Behavior to Organizational Ecology

The main objective was:

- **Towards a Model of Self-Organised Transformation in Teams & Organisations**
- **Achieving the transformation of our roles.**
- **Interaction transformation between the work on individual roles and the work on the system.**

Mark Classification:

Distinction



Modern Community College-Ramallah, 1985

Medical Sciences Diploma, 1985, Courses taken over the 2 years

Included, Biology, Biochemistry, Hematology, Microbiology, Cytohistopathology.

Experience

MedLabs Consultancy Group

Vice Chief Executive Officer	2015 - current
MedLabs Board Member	2015 – current
Vice President– Palestine	2008- current
Board Member –Erbil	

Principle Accountabilities & Responsibilities:

- Creating, communicating, and implementing the organization’s vision, mission, and overall direction.
- Leading, guiding, directing, and evaluating the work of other executive leaders including assistant vice presidents, directors, and managers
- Formulating and implementing the strategic plan that guides the direction of the business or their area of responsibility
- Achieving the organization's overall strategic goals and profitability requirements as determined by the strategic plans
- Forming, staffing, guiding, leading, and managing an organization sufficient to accomplish the vice CEO’s responsibilities and job requirements
- Overseeing the complete operation of an organization in accordance with the direction established in the strategic plans
- Evaluating the success of the organization
- Maintaining awareness of both the external and internal competitive landscape, opportunities for expansion, customers, markets, new industry developments and standards, and so forth
- Performing other responsibilities as assigned by the CEO

MedLabs Consultancy Group

Chief Administrative Officer (CAO)	2007-2015
MedLabs Board Member	2010 – 2015
MedLabs Executive Committee	
Vice President for SMS – Palestine	2008 current
Board Member – Sudan & Erbil	



In 2003, I was appointed As Director of Administration and Finance, Management Representative responsible for acquiring ISO 9001 for MedLabs management, presently management representative for the preparation of MedLabs quality management system to achieve the college of American pathologist (CAP) accreditation.

In 1996, I was appointed as administrative manager.

In 1993, I was appointed as office manager.

*In 2006, due to Regional expansion more specialized structure has been applied:
In which I am the Chief Administrative Officer,*

Management Representative

Principle Accountabilities & Responsibilities:

The CAO provides leadership to the staff of MedLabs Consultancy Group, in all country operations in the areas of human resources, legal services and IT. The CAO shares responsibility for development and implementation of the CEO and Board of Directors' priorities and strategic plan.

1- Human Resources:

- Supports the achievement of MedLabs goals by providing strategic human resources planning and management solutions in the areas of:
 - i. Recruitment and selection
 - ii. Employee and labor relations
 - iii. Compensation and benefits
 - iv. Performance appraisal and advancement
 - v. Training and development
 - vi. Occupational health and safety
- Coordinates the development of the company's administrative short and long-term plans to support strategic business goals
- Maintains, administers, develops and implements successfully a sound organizational plan; initiates improvements as necessary
- Establishes performance goals, allocates resources and assesses policies for senior management
- Implements the company Quality Management System (Policies and Procedures Manual) and strives to contribute to its improvement and development.

2- Legal Services:

- Provides a full range of legal advice and support to the Board of Directors, its committees and staff regarding legal issues, liability and applicability of country legislation



- Negotiates contract documents and agreements, as required, with the public and private sector
- Represents MEDLABS at any / all Board hearings
- Prepares and reviews all development agreements and other contracts
- Negotiates, prepares, reviews and ensures the registration of documents required for the acquisition and sale of real property
- Meets with government agencies, particularly ministries of health to adopt relevant healthcare regulations and to resolve problems
- Has complete knowledge / is very familiar with all necessary laws (property, labor, corporate, etc) in each country where MEDLABS is active
- Deals directly with MedLabs legal representation (external law firm or legal advisor)

3- Management Information Systems & IT:

- Oversees all parts of the technical and administrative computing of the organization by providing information about its business processes and operations management through:
 - i. Systems such as databases, securities and backup
 - ii. Infrastructure, including computers, servers, communication systems, telephones, etc.
 - iii. Information
 - iv. People
- Gathers information from inside and outside the company and processes it by computer to produce current, accurate and informative reports for decision makers
- Ensures that the IT team provides management with needed information on a regular basis
- Provides technical support in evaluating, selecting, implementing and maintaining systems and application software
- Ensures the security of all MIS operations
- Provides training
- Provides support for network problems, firewall problems, security problems and access issues
- Identifies, analyses and resolves problems with Laboratory Information System (LIS) applications independently or in partnership with other MIS teams and/or functional resources
- Develops and maintains technical documentation and operational procedures on the working information system

4- General Administration:

- Participates in the development of short and long term strategic directions and targets to meet ever-changing challenges / opportunities



- Communicates Board action plans to all personnel throughout the organization
- Maintains administrative and organizational records and is responsible for the official correspondence system
- Develops a code of conduct which defines responsibilities of administrators, directors and staff within the Administration department, creating a secure environment for learning and growth
- Uses technology effectively for administrative, instructional and communications functions
- Is the official staff contact / liaison between MedLabs CEO and Board and staff, municipalities, local governments and public and private organizations etc.
- Represents MEDLABS on external committees and organizations
- Works with the Chief Marketing Officer in representing MEDLABS to respond to media inquiries, and to be available for media interviews .

Overview of Accomplishments

Praised for the ability to solve difficult problems independently and efficiently
Commended for quick thinking and promptly solving problems

Al Khalidi Hospital

Head of the Laboratory's Administrative 1987–1989
affairs and Quality Control Officer

Achievements

Instructional Design Skills

Organization:

Transforming MedLabs types of management from Group Management to Self-organize by encourage the laboratory directors and staff:

- Self-organizing disciplines
- Increase & improve communication skills intra and inter projects as well as with management.
- Widen the base of knowledge sharing to include all company staff.
- Encourage and act upon feedback.

The sum result of all of the above-mentioned:

- Company growth
- Greater knowledge base



- More knowledge sharing
- Increased participation and motivation of staff
- Better job satisfaction
- Increased efficiency and productivity

Competencies

Leadership:

- Demonstrates passion and enthusiasm for the company vision, and motivates, leads and empowers others to achieve organizational goals
- Inspires / leads others by example towards high levels of performance
- Demonstrates an intellectual and professional leadership style that supports the attainment of respect and credibility by others

Relationship Management:

- Ability to establish and maintain positive working relationships with key stakeholders and commercial enterprises to facilitate the accomplishment of work goals
- Ability to influence or persuade others to gain acceptance or agreement of ideas and approaches

Problem Solving Analysis:

- Ability to analyze complex policy issues, draw correct conclusions and articulate clear and focused policy to wide and diverse audiences
- Ability to understand issues and make systematic and rational judgments based on the relevant information.

Strategy Formation:

- Ability to formulate strategies and policies, and create new approaches in adverse situations
- Ability to take a broad based view of issues and events, and have an understanding of their longer-term impact or wider implications
- Ability to translate strategies into strategic and operational activities

Communication Skills:

- Ability to assimilate complex issues and use appropriate communication strategies to influence wide and diverse audiences
- Ability to actively listen, seek information and ask questions to ensure the understanding of underlying concerns of others

Interpersonal Style:

- Has a personal commitment to organizational excellence; displays honesty, integrity and a strong sense of ethics in all decisions and actions
- Is resilient; remains calm and deliberate under conditions of stress
- Maintains a positive, non-threatening presence which commands respect from staff, members and stakeholders



Governance / Management:

- Experience in working with CEOs and/or boards of directors providing professional, accurate and strategic advice
- Ability to implement and deliver on boards of directors' decisions and policies
- Understands the interface between the role of directors and management
- Has and understanding of and commitment to being an equal opportunities employer

Additional Information

- **Technology Skills :**
 - Excel, Microsoft word, Power Point, file maker, Internet use.
- **Quality:**
 - Attended quality control training programmer in JSPS (Unilabs) /London and Wirral Hospital in Liverpool, U.K.
 - Attended conference on quality assurance in clinical chemistry, who, Amman.
 - Attended training course in internal quality auditing for purpose of ISO 9002, Philadelphia consulting group ltd. Amman.
 - Attended and Passed ISO 9000:2000 series Lead Auditor Course offered by Lloyd's Register EMEA
- **Human Resources Affairs:**
 - Attended a four day workshop on rules and regulations in income tax applications, United International Group Limited, Amman.
 - Attended a two weeks training course on Corporate Strategy, engineering and Management Consultants, Amman.
 - Attended the Balance Scorecard and Strategy Implementation Course offered by Modern Managers.
 - Participated in the 34th IFTDO World Conference and Exhibition under the theme: **New Megatrends in Human Resources Training and Development"**
 - Attending the Total Personal Balance Scorecard course offered by Dr. Hubert Rampersad.
- **IFC Health International Conference – Prague**
- **Languages:**
 - English and Arabic fluently. Good writing skills in Arabic English.