

Hafiz Khalid Akram

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I want to utilize my talent in supporting the vision and mission of an organization by delivering goals and achieving objectives: Looking to further enhance my career with another set of challenges.

Professional Experience

Fellow ***Center for Governmental Research (CGR)*** ***2015 – 2017***

- Provided data driven management consulting services and performed data analysis. Determine the impact of \$62 million health insurance cost variation on \$697 million budget.
- Participated on team projects to perform research on budget analysis, organizational assessment, and service consolidations. Wrote sections of final reports and recommendations.
- Conducted market research for an economic development software that objectively determines allocation of governmental funding.
 - Researched multiple states for target market.
 - Analyzed state funding structure to determine how product will solve needs.
 - Identified states that met criteria to market product in future.
- Learned to use Tableau software to analyze Monroe county statistics for transportation study.
 - Input census data to identify changes in the number of jobs in each town from 2002-2017.
 - Presented the conclusion in graphical format and accompanying write up.
- Worked on Economic impact study for University of Rochester (U of R) to determine impact of university on the community.
 - Determined largest private employers in New York State and how many employees they have in different categories to assist with ranking of U of R within NY state.

Service Engineer ***Carestream Health*** ***2015 – 2017***

- Lead the project of a new product with the tiger team.
- Delivered product commercialization goals.
- Validated manuals, training materials, and developed the training curriculum.
- Delivered trainings, train the trainers courses at the launch of the product.
- Managed field installation and escalations to ensure safety, compliance, and acceptance.
- Coordinated with product, sales, and management teams to deliver on revenue expectations.

Regional Support Engineer ***General Electric (GE Healthcare)*** ***2012- 2014***

- Managed installation projects throughout the Middle East & Africa.
- Provided technical support on complex issues in 9 countries.
- Performed needs assessment for the development of engineers.
- Organized trainings, seminars, and dedicated learning sessions to help grow engineer's skills.
- Designed & implemented expertise development program for the region.
- Established field conference for technical education, constituted in the master contract for continuation of the program across 74 countries.
- Organized advance training courses in Turkey & China.

Additional Technical Experience

Consultant Commissioning Engineer, Dubai INDEX Healthcare Management 2014

- Provided consulting services for design review & construction supervision
- Prepared and presented detailed plan for installations.
- Developed commissioning strategies.
- Coordinated with project management office, contractor, suppliers, client, and subcontractors.

Field Service Engineer, New York General Electric (GE Healthcare) 2007 – 2012

Developed technical knowledge on medical products through extensive trainings at GE Global Learning Centers and hands on learning while working with the expert field team. Managed Winthrop University Hospital site for five years by handling all customer service issues for GE products that was worth \$1.2M annually.

- Managed all customer complaints and engaged appropriate products teams to address issues.
- Tracked status of activities and established weekly meetings to communicate with administration.
 - Shared the status of issues and ongoing activities as well as plan of action for resolution.
- Participated with Long Island team to handle service contracts worth \$3million focused on Cardiac Cath labs.
 - Provided support for installations, upgrades, maintenance, and technology related issues.

Biomedical Engineer, New York NIRx Medical Technologies 2006 – 2007

- Developed service manuals & production related documents. Performed technical procurement.
- Performed testing of lasers, controllers & fiberoptic. Calibrated components & motor alignments.
- Represented NIRx at IEEE & NIH conference and exhibitions.

Education

Master of Public Administration (MPA)- 2018. The College at Brockport, SUNY, Brockport, NY

Basic Project Management – 2008. New York University, New York.

B.S. Electrical Engineering (Biomedical)- 2005. Riphah Int'l University (RIU) Islamabad, Pakistan

Internships / Volunteer

Field Hospital

2005

- Coordinated project activities in earthquake disaster area.
- Developed information and inventory control database.
- Supervised the planning and implementation of water supply, sewerage, and solid waste disposal system.

Biomedical Engineering Services

Summer 2004 & Summer 2005

- Installed Varian Medical system's Linear Accelerator (LINAC) at INOR, Abbottabad.
- Performed maintenance services for LINAC at SKMCH, Lahore.
- Performed overhaul & upgrade services for GE Saturne41LINAC in NORI Hospital, Islamabad.
- Participated on projects to promote Chinese medical equipment's.
- Established a biomedical workshop with tools planning and sourced.
- Performed preventative maintenance & learned troubleshooting techniques.

Corporate & Technical Trainings

- Field Engineer Program, U.S.A (2007)
- Executive Coaching & Mentorship Program, U.S.A (2008)
- GE Certified Cardiovascular Engineer, U.S.A (2009)
- Advance DICOM Training. FRANCE (2012)
- Technical Leadership Training. TURKEY (2013)

Skills

Facilitation Skills, Team Interaction, Project Management, Coaching & development.
MS Office, Windows, MAC, C/C++, Assembly, FPGA, MATLAB, LabView, Tableau, Giphy.

Extra Curricular

Organizational Skills: Arranged technical seminars and conferences.
Creative writing: Director and writer of theme play for literary society.
Sports: University Cricket Team player & organizing member of sport/student week.
Book reading, current affairs, social and political updates.

International City/County Management Association (ICMA) Affiliation

Student Chapter member at SUNY Brockport (2017-2018)
Appointed member of ICMA International Committee (2018-2021)