





# AWAD WARAG

+249115603020   
awadwarrag@gmail.com 

## SUMMARY

10+ years of varied experience in healthcare solutions across various Modules like Patient Administration, Pharmacy, CPOE, Medical Billing and Claims Management. Subject Matter expert (SME) in Pharmacy Management. Good knowledge of JCI requirements. Experience with MEDICOM, iSoft, Carestream, eHope, Nilecare, Rushmore, eClinicalWorks healthcare Systems. Experience with Patient billing & insurance process in MyCare application. Well proficient in Requirement Gathering through end-user Interviews, Document analysis and Reviews Excellent analytical & problem-solving skills and a team player with strong interpersonal communication proficiency Customer Oriented Strategic Account Management Strong interpersonal skills

## EXPERIENCE

2/2018 - 2/2019

### Account Manager

At **MEMITS Solutions**

- Supported development & software quality assurance to insure optimal progress and product Stability for end users
- Develop project status report and resource plan
- Coordinate with Mouwasat IT Department to gather requirements and manage expectations
- Set project milestones based on deliverable phases
- Managing project risks and issues appeared on the quarterly patch releases
- Responsible for system change requests and insure its delivered based on Hospital Requirement

1/2017 - 12/2017

### Sales and Business Development

At **eClinicalworks**

- Acquires new customers from an assigned set of named prospects.
- Leads all aspects of the sales process, while calling upon other company sales resources to assist in solution development, proposal delivery, and implementation, as needed or as directed by management.
- Sells the complete offering of company products and services to assigned opportunities.
- Manages new customers' implementation by directing company implementation resources and by managing customers' expectations and satisfaction with the implementation process.
- Ensures a seamless transition of customer responsibility to the Senior Account Manager following a successful implementation.
- Assist other sales and services resources when called upon by the Field Sales Manager

9/2013 - 11/2016

### Product Consultant

At **OCSHi Solutions and Services**

- Have a detailed knowledge in Healthcare Applications
- Support sales team with in depth products presentations and demos
- Keeps up-to-date knowledge about Healthcare Products
- Coordinate with partners for products demos and presentations
- Consolidate technical responses
- Whenever required coordinate with sales and delivery team to build up Technical proposal
- Train sales team in products updates

2/2012 - 2/2013

### Project Manager

At **Nile Care for Technology Research**

- Representing the client's interest
- Providing independent advice on the Healthcare IT projects
- Organizing the various professional people working on a project
- Risk assessment
- Making sure that all the aims of the project are met
- Making sure the quality standards are met
- Monitoring sub-contractors to ensure guidelines are maintained

2/2011 - 1/2012

### Software Manager

At **Royal Care International Hospital**

- Build a team capable of developing embedded software for Healthcare Services.
- Lead and manage a team of HIS Specialist.
- Guide and mentor the HIS Team.
- Lead and manage software development from requirements definition through implementation and validation.
- Responsible for communicating the status of the software development to the Higher Management.
- Interface with the end user to define requirements and solve software issues.
- Lead and facilitate software related discussions with the end user.

9/2009 - 1/2011

### Account Manager

At **OCS Healthcare Informatics**

- Proactively develop relationships with key users and provide Product Marketing team with customer feedback on product improvements.
- Maintaining and expanding relationships with existing clients.
- Responsible for managing, supporting, and servicing the account related needs of an assigned set of strategic customers.
- Research and develop the market to obtain new leads and make it opportunity
- Work with Sales Personnel to

provide product, business and technical knowledge in support of pre-sales activities. - Working with Business Managers to respond to RFI/RFPs, develop business proposals.

1/2007 - 9/2009

### Support Team Leader

At **OCS Healthcare Informatics**

- Provide the team with a vision of the project objectives. - Motivate and inspire team members. - Coach and help develop team members. - Facilitate problem solving and collaboration. - Ensure discussions and decisions lead toward closure. - Intervene when necessary to aid the group in resolving issues. - Assure that the team members have the necessary education and training to effectively participate on the team. - Coordinate with internal and external customers as necessary. - Ensure deliverables are prepared to satisfy the project requirements, cost and schedule. - Provide status reporting of team activities against the program plan or schedule - Keep the project manager and product committee informed of task accomplishment, issues and status - Provide guidance to the team based on management direction

8/2004 - 12/2006

### Support Consultant

At **OCS Healthcare Informatics**

- User Support on Patient Administration, CPOE & Pharmacy Implementation - GAP Analysis - User requirement study - Initial Parameter Setup - Patch Updating - User Training - Handholding support - Post implementation support

6/2002 - 8/2004

### Support Specialist

At **OCS Healthcare Informatics**

- User Support on Patient Administration, CPOE & Pharmacy Implementation - User requirement study - Initial Parameter Setup - Patch Updating - User Training - Handholding support - Post implementation support

## QUALIFICATIONS

1/1999 - 12/2001

### Business and Computing

From **University of Lincoln**

## SKILLS

### Technical Skills



### Management Skills

- ☒ Communication Skills
- ☒ Account Management
- ☒ Project Coordinator
- ☒ Adaptability
- ☒ Time Management
- ☒ Leadership
- ☒ Self Motivated

## CERTIFICATION

3/2014

### Planning & Time Management

From **Spearhead Training Center**

7/2012

### ITIL V3 Foundation

From **Professional Labs**

11/2011

### Key Account Management

From **The Institute of Sales & Marketing**

5/2010

### Kodak R4 DIS Certified

From **PracticeWorks**

## LANGUAGES

☒ **English**  
Expert

☒ **Arabic**  
Expert

## PERSONAL INFORMATION

Date Of Birth	01/09/1978	Nationality	Sudan
Marital Status	Married		

## REFERENCES

Request On Demand