



# MUHAMMAD SAFWAN

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## Profile

Highly motivated and adaptable individual with a strong work ethic and exceptional interpersonal skills, recently graduated with a Master of Business Administration in Healthcare and Hospital Management. Seeking entry-level opportunities in healthcare logistics and supply chain management to leverage my analytical skills, commitment to patient-centered service, and ability to excel in fast-paced environments. Eager to contribute to organizational growth while advancing my expertise in the dynamic healthcare sector.

## Education

### 1. MBA (Healthcare and Hospital Management) | Jamia Millia Islamia

Jul 2023 – May 2025

- CGPA: 8.97 (First Division with Distinction).

### 2. Bachelor of Arts (Economics and English) | University of Delhi

Jun 2020 – Apr 2023

- Overall Percentage: 71.3%; First Class Honors,

## Work Experience

### Institute of Palliative Medicine (IPM) - Administrative Assistant

(June 2024- November 2024)

- Administered the Outpatient Department (OPD), overseeing patient registration, appointment scheduling, and inpatient admissions.
- Served as Head of the Home Care Unit, supervising multidisciplinary teams providing palliative and home-based care for patients with life-limiting illnesses
- Managed administrative operations to ensure efficient coordination between clinical and support teams.
- Conducted a research project titled "Assessing Depression in Geriatric Patients at a Palliative Care Institute", examining the impact of cancer diagnosis, age, sex, and education on depression using the Geriatric Depression Scale (GDS).

### IQRAA International Hospital - Intern

(December 2023-January 2024)

- Reviewed and supported processing of 100+ KASP healthcare insurance claims, gaining practical exposure to hospital billing and insurance workflows.
- Developed 10+ educational materials for healthcare professionals, enhancing awareness of patient safety and clinical protocols.
- Participated in the planning, development, and successful launch of a new diabetic center.

## Projects / Academic Research

### Factors Influencing the Adoption of AI-Based Health Applications Among University Students

Master's Dissertation – Jamia Millia Islamia

- Used the UTAUT framework to analyze how factors like perceived usefulness, social influence, and privacy concerns affect behavioral intention to use AI-driven health apps.

### Assessing Depression in Geriatric Patients at a Palliative Care Institute

Internship Research Project – Institute of Palliative Medicine, Calicut

- Examined the impact of cancer diagnosis, age, sex, and education level on depression using the Geriatric Depression Scale (GDS) in a palliative care setting.

## Skills

### Core Hospital Management Skills

- Hospital Administration Patientcare
- Coordination Healthcare Quality
- Management Health Information Systems (EHR)

### Software and Certification

- Microsoft Office (Excel, PowerPoint, Word)
- The Complete Introduction to Excel (by JPMorgan & Co)
- Data Analytics and Visualization (by ACCENTURE)

## Additional Activities

- Conducted a WHO survey on accessibility and healthcare for under privileged people in slum areas of Delhi.
- Volunteered with Forward Foundation, Delhi, contributing to initiatives that empower marginalized students in Shiv Vihar through educational support and mentorship.

## Languages

- English (Fluent) | Hindi (Intermediate) | Malayalam (Native) | Arabic (Basic)