

NADIA JAZIRI, MSc, BSN, CEC

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International Health Consultant – Leadership Development Expert

Enhancing healthcare while focusing on patient experience. Opening up potential by transforming leadership.

15-Year Leadership Track Record • Award-Winning Health Service Transformations • Certified Executive Coach

Public health and health service specialist with solid experience in leading and reforming multiple aspects of health services and operations, including optimizing patient care, improving care models and IT systems implementation. A change-maker who knows for-profit, not-for-profit and fragile environments, with considerable success in facilitating frameworks for sustainable health programmes, leading multidimensional teams and mobilizing funds that kick-start or sustain operations. Background in nursing and global health. Experience in Kenya, South Sudan, Uganda and the US. Fluent in English, Arabic and Swahili.

CAREER HIGHLIGHTS

- ⇒ **Turned around financing prospects worth \$25M** for a major international public health foundation.
- ⇒ **Strategized and empowered several government- and NGO-led** health programmes in East Africa.
- ⇒ **Cut patient wait time by 90% at 50 hospitals and clinics** by launching customer service technologies.
- ⇒ **Grew a modest community health centre** to a multi-award-winning centre of quality and innovation.
- ⇒ **Boosted healthcare access for migrant communities** through purposeful engagement and tailored services.

COMPETENCIES & STRENGTHS

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|-------------------------------------|---|-----------------------------|
| ▪ Healthcare Consulting & Advisory | ▪ Resource Mobilization & Donor Relations | ▪ Executive Coaching |
| ▪ Strategic Visioning & Development | ▪ Programme Design & Management | ▪ Facilitation & Training |
| ▪ Policy Design & Development | ▪ Team Building & Leading | ▪ Public Speaking |
| ▪ Change Management Leadership | ▪ Budget Forecasting & Oversight | ▪ Research & Evaluation |
| ▪ Multi-Stakeholder Engagement | ▪ Community Engagement & Outreach | ▪ Proposal & Report Writing |

PROFESSIONAL TRAJECTORY

YOUR DEVELOPMENT • Founder Director

Nairobi, Kenya, 2018–Present

Healthcare consulting and executive coaching company that has enabled and reformed regional and state health development programmes in East Africa and boosted the leadership performance of 60+ African business executives.

Scope: Consulting, Training, Coaching | Global Outlook, East Africa Specialization | Government and International Clients

Establishing Your Development as a respected partner for designing and restructuring health services and community-driven programmes, strengthening capacities and health outcomes, and transforming leadership. Highlights include:

- ⇒ **Health Services Development:** Provided technical assistance to the Ugandan Ministry of Health and coached 70 ministry staff on improving and sustaining equitable access to sexual and reproductive health (10 months).
- ⇒ **Organizational Consulting:** Established agreed-upon framework and plan for Mother Child Health Worldwide and its partners to expand and sustain maternal child health and nutrition development in South Sudan – facilitated workshops, retreats, redesigned projects and guided change management (8 months).
- ⇒ **Evaluating Effectiveness:** Produced recommendations for Agency International to overhaul a capacity development project in Uganda and secure needed national government buy-in – focus on relevance, results, effectiveness and risk. Mixed methods review involving desk review, numerical data collection and key informant interviews (5 months).
- ⇒ **Knowledge Partner:** Invited to moderate a session at the 21st Health Plenipotentiary on how government and the private sector can co-build and implement health systems in conflict-prone environments.
- ⇒ **Executive Coaching:** Coached and trained 60+ healthcare and FMCG industry executives and managers in leadership development to boost delivery on their business strategies (ongoing).

“Nadia was a role model, prepared to talk about what it is to be a women leader in East Africa. With charm and strength she was a source of inspiration and comfort to many of the leaders in the group.”

– Jasmine Robbins, Co-Facilitator, Performance International

INTERNATIONAL HEALTH FOUNDATION (IHF) • Interim Chief Executive Officer

Kampala, Uganda, 2019–2020

*New philanthropic platform that forges partnerships and mobilizes resources for critical public health initiatives in low- and middle-income countries.***Scope: Operations Start-up | Resource Mobilization | Strategic Partnerships | 3 Direct Reports**

- ⇒ **Empowered leadership by establishing a diverse 5-member governing council** to oversee strategy and operations for life-saving work, strengthening public health systems and improving health outcomes.
- ⇒ **Expedited critical funding totalling \$25M for infectious diseases and COVID-19 response in 8 countries** through the Continental Development Co-operative, involving philanthropists, business leaders and international donors. Funders included Bill and Melinda Gates Foundation, BD Global Health and Skoll Foundation.
- ⇒ **Positioned IHF to secure funding with limited restrictions**, benefit from ongoing development support, and perform effectively with a 3-year budget and operational plan.

COMMUNITY CLINICS & SERVICES • Chief Executive Officer

Richmond, VA, USA, 2014–2018

*Non-profit community health centre operating 2 clinics and offering affordable medical, dental and behavioural health services to around 10,000 patients per year. 80 personnel.***Scope: Overall Planning and Performance | Strategic Direction and Partnerships | \$11M Annual Budget | 5 Direct Reports****Drove organizational growth and improved care outcomes** by leading implementation of an integrated care model which connected the needs of patients, communities and families, the promotion of well-being and operational efficiency.

- ⇒ **Increased earned revenues by 75% through adopting a fully paperless system** – e-forms and electronic health records and billing system – for all clinical care services, the first community health centre in the city to achieve this.
- ⇒ **Doubled financing to the centre by securing donations and multi-year funding** from the federal health agency, numerous private and corporate foundations, and more than 20 individual philanthropists.
- ⇒ **Achieved recognition for healthcare quality, equity and innovation**, with 5 national awards received 2015–2017, e.g. Heart Association Gold Award, mentions in State health reports and features in top daily newspapers.

GOLDVIEW HEALTH SERVICES • Director of Community Health & Language Services

Norfolk, VA, USA, 2008–2014

*Multi-specialty community health system providing interpreter and translation services in 14 languages across 5 hospitals and 45 clinics. 165,000 visits annually.***Scope: \$4.5M Budget | 6 Direct Reports | Reported to Vice President of Operations**

- ⇒ **Designed ground-breaking virtual interpreter programme that reduced patient wait time from 45 to less than 10 minutes** and subsequently improved access to care services, including medical, dental and mental health.
- ⇒ **Overcame critical challenge of limited access to health services during nights and weekends** by establishing a 24-hour call centre available in languages other than English, e.g. Korean, Spanish and Vietnamese.
- ⇒ **Improved access to mental healthcare for immigrants and refugees** through convening a conference series on immigrant mental health, leading internal skills-building and training community influencers.

"It's been only eight months, but your leadership and dynamism have put the IHF name on the map, and on the global health radar, amid the unpredictable challenges related to the COVID-19 pandemic."

– Dr. Ibrahim Mwanzi, Council Member, International Health Foundation

BOARD ROLES & ASSOCIATIONS

Member of Advisory & Fundraising Board, Global Refugee Fund
Co-Chair, Health United Steering Committee

EDUCATION & CREDENTIALS*Leadership Training*

Certificate in Executive Coaching (CEC), Centre for Executive Coaching, London, UK • **Health Policy Fellow**, University of Michigan, Ann Arbor, MI, USA • **Yale Young Global Scholars**, Yale University, New Haven, CT, USA

Health Systems Education

Master of Science (MSc) in Nursing and Healthcare Administration, Clarkson College, Omaha, NE, USA

Bachelor of Science in Nursing (BSN), Clarkson College, Omaha, NE, USA

RESUME STRATEGY

Nadia had built up a successful track record in public healthcare in the US and in 2018 returned to her home country to move into the realm of consulting. Her main targets for networking and pitching her services were international development organizations. However, she was finding it difficult to break into this rather crowded arena.

To showcase Nadia's health transformation and leadership abilities and position her for consulting roles, I have deliberately dedicated the whole first page of her resume to her assets, achievements and her consulting profile. Throughout the resume I have used language commonly used in international development, such as "healthcare access", "health outcomes", "capacity development" and "fragile environment".

I opted for the blue colour because many development organizations, e.g. UNICEF, UNHCR, the World Bank, will find it familiar. And I have used bold to consistently highlight achievements and value-added offerings for consultancies.

While Nadia is more familiar with US English, a hybrid mix of UN/UK English tends to be used in East Africa, which is her geographical focus. For this resume, spelling is in UK/Oxford English, but I have deliberately not used the Oxford comma.