



Tarek Shaker

Healthcare Executive | Strategic Leadership | International alliances | Value-Based Care | PMO | Product Development

📍 Riyadh, Saudi Arabia

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SUMMARY

Forward-thinking and results-oriented healthcare executive with over 20 years of clinical, operational, and business leadership. Known for consistency in delivering strategic outcomes, building sustainable healthcare models, and leading with persistence, resilience, and agility in complex, high-stakes environments. Combines clinical insight with business acumen to transform challenges into scalable opportunities through innovation, cross-border collaboration, and digital transformation. Experienced in value-based healthcare and customer-centered approaches, ensuring services are aligned with customer needs, improved health outcomes, and long-term system sustainability. Adept at establishing high performing organizations, implementing integrated training and development frameworks, and driving knowledge transfer to empower teams and improve long-term performance. Certified in Healthcare Quality (CPHQ) and Project Management (PMP), with a proven ability to lead cross-functional teams and execute mission-critical projects while ensuring compliance, quality, and stakeholder alignment. Committed to continuous improvement, operational excellence, and value creation through sustainable, tech-enabled solutions that place the customer at the heart of every decision.

WORK EXPERIENCE

CEO

Smart Health LLC

July 2023 - Present, Riyadh, Saudi Arabia

Smart Health™ is a French-Saudi international joint venture pioneering a new model of primary care delivery in the Kingdom of Saudi Arabia, blending digital technologies, AI, and robotic automation. The French partner is publicly listed on the Paris Stock Exchange and operates in France and Dubai under the brand Smart Salem.

- **Key Achievements:**
 - Established Smart Health LLC as a new market entrant aligned with Saudi Vision 2030, focusing on innovation in preventive and primary healthcare services.
 - Spearheaded the development of AI - and robot-assisted primary medical center.
 - Formed strategic partnerships with international healthcare leaders and aligned clinical approach with French and GCC best practices and customer journeys.
 - Designed the company's foundational strategy, operating model, and governance framework in collaboration with global stakeholders.
 - Positioning Smart Health as a Value-Based, Sustainable Primary Healthcare.
 - Championed large-scale digital transformation projects, advancing patient engagement and operational efficiency through the adoption of advanced health information systems and integrated care platforms.
- **Key Responsibilities:**
 - Lead the full spectrum of business operations, including corporate strategy, Business Plan, P&L, regulatory compliance, financial management, clinical integration, and investor relations.
 - Oversee localization initiatives, Saudization efforts, and the deployment of AI-driven patient empowerment tools.
 - Serve as the executive interface with French HQ, Ministry of Investment, and local and international stakeholders, ensuring strategic alignment, cross-border coordination, and knowledge transfer.
 - Recruit, mentor, and develop the leadership team and first-line clinical and operational staff.
 - Oversee the Design, build, and Fit-out of the first medical center in KAHD with Local and International contractors.
 - Represent the organization in government meetings, investment summits, and digital health advocacy platforms.

Director - International Partnership/Operations/Healthcare PMO/Product Development & Training

Al Borg Diagnostic Co.

January 2013 - December 2023, Riyadh, Saudi Arabia

Al Borg is a multinational company operating in 8 countries. It is the number one preferred medical laboratory service provider in the Gulf and MENA region, meeting the highest quality standards based on regional and international best practices.

- **Key Achievements:**
 - Achieving Al Borg Franchise in collaboration with related Government entities.
 - Align partnership between Al Borg and its international partners Send-out/logistics/operations Supporting Pharmaceutical companies' projects with Al Borg Medical Laboratories company.
 - Hand-selected as Project Manager for Quest USA, DaVita USA, and Better2know services in the UK.
 - Member of the Organizing Committee for AACC-ME.
 - Team Member for preparing CAP & JCI reaccreditation audit personnel files & improvement project.
 - Develop excellence in Product development, world-leading research, external engagement, and B2B clients experience.
- **Key Responsibilities:**
 - Leading Operations in Pre/Post Analytical phases, Leading Operations in Lab Management with partners, and representing Al Borg in the Global Diagnostic Network.
 - Leading Dialysis projects in GCC (DaVita USA, and other clients).
 - Managing all financial issues of training programs.
 - Ascertaining optimal usage of all available resources to execute delivery as per the schedule and within budgeted overheads.
 - Shape Al Borg's vision for the future and extend its local, national, and global reach and collaborations.

- Propagating the company's reputation and positive image in the markets served.
- Demonstrating expertise across key initiatives pertaining to product development projects and successful product launches.
- Superintending staff of medical unit's facilitators and instructors, driving high performance in a multi-generational, globally diverse employee population.
- Assign teams across the company's geographic locations and dissolve them once the objective is implemented and sustained.
- Nurturing a culture of continuous improvement throughout the organization.
- Investigating, providing, and submitting information to the Quality Department about special incidents, events & complaints.
- Oversees organization-wide performance improvement (PI) projects identified through ongoing data-driven quality assessment.
- Enforcing adherence to ethical, regulatory, and accreditation standards.
- Forged and cultivated multinational alliances with diagnostic and healthcare organizations, driving collaborative programs that broadened service portfolios and accelerated market penetration.
- **Key Projects to Credit:**
 - Achieving the Franchise profile
 - Partnering with Quest Diagnostics to establish JV
 - Participation in Localization projects
 - Al Borg Dialysis – DaVita Care Dialysis / Diavium GCC Project and Operations Manager
 - Orientation Programs
 - Lab Management and Outsourcing Project Manager and Operations
 - Companion Diagnostic Alliance:
 - Bristol Mayer Squibb Project Manager
 - Novartis Project Manager
 - Biopharma Project Manager
 - Drug Screening Sample Collection GCC Project Manager, for clients in the USA and UK
 - International exhibitions Project manager (MEDICA, ARABHEALTH, MEDLAB Singapore, AACC USA and AACC ME (American Association for Clinical Chemistry Expo-Middle East) organizing committee).
 - Implementation of HESN and Covid workflow

Technical Director / Chief of Quality Management Department and Emergency Coordinator

Azzayed Hospital

May 2004 - July 2010, Al-rass, Al-gassim, Saudi Arabia

Azzayed Hospital has 53 beds capacity and 16 clinics with 100+ employees. Joined the organization as Lab Specialist, moved on upward career trajectories, to merit multiple promotions to the position of Chief of Quality Management Department and Emergency Coordinator

- **Designation Chronology:**
 - Oct. 2005 – July 2010: Chief of Quality Management Department and Emergency Coordinator.
 - June 2005 – July 2010: Medical/Technical Director.
 - October 2004 – July 2010: Lab Director.
 - May 2004 – September 2004: Lab Specialist
- **Key Achievements:**
 - Consistently promoted to take on the leadership of the institute at this exciting stage in its history.
 - Provided strategic and operational leadership for the institute and its staff/ clinical team consisting of 114 physicians, nurses, and support staff.
 - Served as Company Ambassador and represented Azzayed Hospital to other institutions, the public, government agencies, and other organizations.
 - Initiate, study, implement and activate the following departments:
 - Radiology Department: 4D Ultrasound, CT scan unit
 - Expats Medical examination (Iqama, Food handlers, Driving license)
 - Physiotherapy department: Acupuncture, Hydrotherapy, fitness club
- **Key Responsibilities:**
 - Establishes departmental goals, objectives, standards of performance, policies, and procedures.
 - Enforce administrative guidelines to provide specified nursing services to meet the legal, organizational, and medical staff guidelines.
 - Recruit, hired, trained, and coached an average of 12 new employees per year.
 - Drive excellence within the team by promoting industry-leading practices and continual improvement initiatives.
 - Implement a continuous improvement culture, attain industry benchmarks using best practices, and eventually enhanced operational efficiency.
 - Technological savvy to drive efficiencies and to engage the workforce through innovations in technology solutions.
 - Chair monthly patient case review, in-services, and staff meetings to educate staff and facilitate good communication.
 - Monitor infection control and critical incidents, risk management, and quality improvement plans.
 - Steer high-level relationship building, advocacy, and enhance communication between department heads, medical staff, and governing boards by attending board meetings and synchronizing interdepartmental functions.
 - Educate and empower team members through coaching and leadership.
 - Formulate comprehensive quality management frameworks and emergency preparedness protocols, harmonizing compliance initiatives with clinical standards to achieve measurable improvements in patient safety and regulatory adherence.

Medical Laboratory Specialist

Al-Hikma Dispensary

May 2003 - May 2004, Sakak, Al-jof, KSA

Medical/Technical Director/ Lab Director

Al-Mudhi Dispensary

September 1999 - May 2003, Arar, KSA

Lab Director

Al-Moez Med.Lab, Prof. Dr. M. Al-Saadani

November 1993 - September 1999, Alexandria, Egypt

EDUCATION

Master of Business Administration

Cardiff-Met MBA Program, Arab Academy for Maritime & science, Graduate School of Business • UK/Egypt • 2019

- Courses: People & Organizational Behavior, Strategic Management, Project Management, Operations Management, Consumer Behavior, Finance, and Marketing.

Diploma

Minor in Hospitals Management & Healthcare Services • Sadat Academy for Management Science, Egypt • Sep 2012 - Mar 2013

Bachelor of Science

Minor in Biochemistry • Faculty of Science, Alexandria University, Egypt • Sep 1989 - Oct 1993

CERTIFICATIONS

Value Based Healthcare

Oxford Value and Stewardship Programme, UK • Dec 2024

Certified Healthcare Project Management Professional (CHPMP)

American Institute for Medical Sciences and Management (AIMSM), USA • Nov 2024

Project Management Professional (PMP) Project

Management Institute, USA • 2016

Certified Professional in Healthcare Quality (CPHQ)

NAHQ, USA • 2013

Core Body of Knowledge Course

American Board of Quality Assurance and Utilization Review Inc, Florida, USA • Mar 2008

SKILLS

Executive Management & Leadership, Building 1st capable line managers

Operations Excellence, Lab Management & Outsourcing, Processes Re-engineering

Healthcare Quality, Continuous Improvement, Performance Measurement / Improvement, Critical Incidents, Risk Assessment & Management

Budgeting/ Cost Optimization

Arabic, English