

Sam Abuhouleh

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EDUCATION

EASTERN MICHIGAN UNIVERSITY

Ypsilanti, MI

Masters of Health Administration December 2011

EASTERN MICHIGAN UNIVERSITY

Ypsilanti, MI

Bachelor of Business Administration- Finance December 2008

PROFESSIONAL EXPERIENCE

Michigan Medicine

Ann Arbor, MI

Operations and Project Manager - Environmental Services July 2019-Present

- Provide administrative and management support to the Assistant Director
- Participate and assist with planning, development, implementation, and evaluation of services
- Support housekeeping and waste management throughout the University Health System across all shifts
- Plan and manage the tasks and duties of the overnight EVS Supervisor Team
- Facility walk-thru, quality inspections, and completing reports for management
- Appraise and monitor productivity and efficiency of supervisors and staff
- Support supervisor team on service and performance related concerns with budgeting, scheduling, inventory monitoring and control on a daily, weekly, and monthly basis.
- Oversee (UH/CVC/TC/MI/OR/CW/UH-S)
- Oversee 50 plus OR (Operation Rooms)
- Oversee discharges and TAT
- Oversee all floor care projects
- Oversee HALO team and Pharmacy cleaning teams
- Manage staff in a unionized setting while maintain a relationship with union officials and staff
- Responsible to understand JCAHO, OSHA and other regulatory agency requirements in addition to COVID-19 protocols and relevant changes that need rapid response in the units

Michigan Medicine

Ann Arbor, MI

Lead Supervisor

March 2020-June 2020

- Oversee 5 hospitals including patient areas, clinics, and the Emergency department
- Managed 6 supervisors and 160 employees throughout the University Health System
- Managed all floor care projects, construction cleans, and maintenance clean ups
- Responsible for review of payroll of 6 supervisors and 160 employees on the staff
- Conducted COVID safety training mandated by regulatory bodies and national health organizations
- Conducted weekly inspections with management and various department heads and clinic management staff
- Monitor and implemented legal compliance measures due to changes in COVID-19 safety protocols

Michigan Medicine

Ann Arbor, MI

Multifunction Services Senior Supervisor July 2019-2020

- Supervised employees while maintaining a clean, safe, aseptic environment in assigned areas
- Drove staff productivity around patient and participated in recruitment and staff selection process
- Assigned and established work areas for various projects and coordinated staff needs for the projects
- Attended and participated in departmental staff meetings, development and training courses
- Provided and monitored individual guidance and staff growth opportunities to new and current staff
- Participated in quality management and patient satisfaction trainings through professional organizations
- Assigned equipment to staff; monitored daily equipment use, cleaning and maintenance for inventory control
- Ensured that all equipment was cleaned and if any maintenance was needed that service requests were made
- Managed budgets and reported to management on various areas including payroll, staffing effectiveness and efficiency and overall department performance

GM SCIENTIFIC**Ann Arbor, MI /Doha Qatar****Director of Operation and Regional Sales Manager****2010-2019**

- Developed and launched a Middle East Business expansion plan resulting in a successful product launch generating over \$3 million in sales revenue within the first year of the launch
- Managed the Middle East region including 12 countries in the territory by overseeing, organizing, and conducting all partner and staff training seminars for over 60 attendees
- Negotiated military and private sector contracts through the regional office in Doha, Qatar
- Set up a cloud based systems leading to improved client leads and existing client communications by 40%
- Authored the company SOP (Standard Operation Procedures) reducing company expenses and increasing employee conformity

THE OASIS RESTAURANT AND DELIVERY**Toledo, OH****Operations Manager****2010-2016**

- Managed eight locations and the catering department with a total of 400 employees
- Conducted employee training; managed weekly labor and various management requested expense reports
- Developed and maintained restaurant menu by making quarterly and seasonally required changes
- Assisted in writing company Standard Operating Procedures (SOP)
- Managed weekly food inventory and waste realizing a 20% cost savings to the operations total expenses
- Conducted weekly meetings with general managers to ensure monthly goals were met and achieved based on daily sales, customer satisfaction, and increasing sales

GLOBAL EDUCATIONAL EXCELLENCE**Ann Arbor, MI****Facility Manager and Food Service****2008-2010**

- Certified in Occupational Safety and Health Administration (OSHA); certified to handle Asbestos for aging buildings
- Supervised maintenance staff members for ten charter schools in Michigan and two charter schools in Ohio with over 70 staff members for the day and night shifts
- Responded to maintenance requests in a timely manner using EZPT by assigning proper personnel to complete the open maintenance requests
- Inspected each site to ensure school buildings were up-to-code in accordance with state and local laws
- Supervised kitchen staff members to ensure prepared meals are in accordance to state laws and ensure healthy meals for the students at all of the buildings
- Reviewed monthly lunch claims prepared by assigned lunch staff to ensure the reports were error free before submitting through the lunch claims systems for the respective state government offices
- Met with vendor's contracts and was responsible for negotiating prices and contract terms annually

COMERICA BANK**Ann Arbor, MI****Bank Teller****2005-2008**

- Responsible for cash handling, balancing drawer, balancing branch, balancing and maintenance ATM daily, completing bank transactions, completing administrative work, telephone customer service
- Promoted products and services to prospective/current customers, resulting in increased credit card sales, savings accounts and customer enrollments increasing the local branch output and meeting sales goals
- Promoted from a part time to a full-time teller for consistently reaching monthly sales goals
- Promoted to the backup head teller in charge of the main vault and large money transactions with customers
- Assisted personal and business bankers in opening new accounts to bring more business to the bank