

WORK EXPERIENCE

▪ **Healthcare Customer Experience Specialist**

Roche Services (Europe) Ltd, Budapest (Hungary)

03/10/2022- Present

Supporting healthcare professionals and answering queries related to digital health care products and medical care software.

▪ **Research Assistant**

Obuda University, Budapest (Hungary)

01/02/2022-31/08/2022

Supporting research projects and conducting literature searches and data management. Analyzing data and writing reporting summarizing search results.

▪ **First Line IT agent**

Computacenter, Budapest

(Hungary) 06/01/2020–31/03/2022

Answering support queries via tools, phone, and email.

Resolving IT issues and keeping daily contact with users from Europe, Canada, and North Africa. Delivering training to new joiners and weekly process meetings to colleagues.

▪ **Academic Assistance Coordinator**

Higher Institute of Health Sciences and Technologies, Monastir (Tunisia)

01/03/2019–30/08/2019

Development and installation of Quality system for administrative work and teaching methods in the aim of preparing the Institute and the offered degrees for international certification.

▪ **Trainee**

Hospital “Tahar Sfar”, Anesthesia- Resuscitation Service, Mahdia (Tunisia)

01/02/2017– 31/05/2017

Development of mechanical ventilation weaning protocol.

▪ **IT support agent**

Convergys call center, Tunis (Tunisia)

10/02/2016-24/05/2016

Provide effective and timely IT resolutions of a range of customer inquiries.

▪ **Nurse Anesthesiologist Trainee**

Hospitals: Farhat Hached, Sahloul, Sousse- Fattouma Bourguiba, Monastir (Tunisia)

2012-2015

Nursing and intensive care

Manage patients' respiratory status with intubation, extubating, mechanical ventilation, and medication.

Monitor patient responses, such as pulse, blood pressure, skin color, respiration, or pupil dilation. Respond to and aid in emergency situations.

ACADAMIC BACKGROUND

▪ **06/09/2021–Present**

PhD health Economics

Obuda University, Budapest (Hungary)

▪ **2019–2021**

Msc in Health Policy, Planning and Financing

Corvinus University of Budapest, Budapest (Hungary)

▪ **2017-2019**

Professional Master "Public Health Management"

Faculty of Pharmacy, Monastir (Tunisia)

▪ **2015-2017**

Professional Master "Engineering of Health Information System"

Ecole Centrale Supérieure Polytechnique Privée de Tunis, Tunis (Tunisia)

▪ **2012-2015**

Bachelor's degree in Anesthesia

Higher Institute of Health Sciences and Technologies, Monastir (Tunisia)

LANGUAGE AND SKILLS

- Arabic (mother tongue).
- I am fluent in French and English.
- I have basic knowledge in German and Turkish languages.
- Proficiency at the office pack
- Mastered Statistical software: SPSS, STATA

INTEREST AND HOBBIES

I am a team player, enthusiastic and reliable. I am also interested in sports, writing, music and traveling.

- **List of publications**

- Meriem Fgaier, Zrubka Zsombor Cross-country comparison and ranking: a scoping review of economic similarity indexes In: Szakál, Anikó (eds.) IEEE 23rd International Symposium on Computational Intelligence and Informatics (CINTI 2023) : Proceedings Danvers (MA), United States of America : IEEE (2023) pp. 171-175. , 5 p. [MTMT](#)
- Meriem Fgaier, Zrubka Zsombor Less is more: imputing for missing direct medical costs within the Middle East and North Africa region using macroeconomic indicators In: Szakál, Anikó (eds.) SISY 2023 IEEE 21st International Symposium on Intelligent Systems and Informatics Bp, Hungary : IEEE Hungary Section (2023) 663 p. pp. 469-475. , 7 p. [MTMT](#)
- Fgaier M,Zrubka Z, Cost-effectiveness of using chatbots in healthcare: a systematic review (2022) IEEE Joint 22nd International Symposium on COMPUTATIONAL INTELLIGENCE and INFORMATICS and 8th International Conference on Recent Achievements in Mechatronics, Automation, Computer Science and Robotics (CINTI-MACRo 2022)() pp-305-310 [DOI](#) [MTMT](#)
- Motahari Nezhad H,Fgaier M,Al-Abdulkarim H, Methodological and bibliometric examination of systematic reviews of digital biomarkerbased studies (2022) IEEE 20th Jubilee International Symposium on Intelligent Systems and Informatics (SISY 2022)() pp-47-52 [DOI](#) [MTMT](#)
- Fgaier M,Zrubka Z, Cost-effectiveness analysis and sustainable innovation in healthcare: A review of cost transferability from the MENA region (2022) XVII. FIKUSZ 2022 International Conference() pp-41-41 [DOI](#) [MTMT](#)
- Fgaier M, Health economic studies using transferred costs from the Middle East and North Africa region: a protocol for a systematic review of the methodology and reporting quality (2022) IEEE 20th Jubilee International Symposium on Intelligent Systems and Informatics (SISY 2022)() pp-41-46 [DOI](#) [MTMT](#)
- Motahari Nezhad H,Al-Abdulkarim H,Fgaier M,Abid MM,Péntek M,Gulácsi L,Zrubka Z, Digital Biomarker–Based Interventions. Systematic Review of Systematic Reviews (2022) JOURNAL OF MEDICAL INTERNET RESEARCH(24) pp- [DOI](#) [MTMT](#)
- Zrubka Z,Péntek M,Mhanna L,Fgaier M,Al-Abdulkarim H,El-Dahiyat F,Drummond M,Gulácsi L, Accuracy of Transferred Medical Costs: Evidence from the Middle East and North Africa Region (2022) VALUE IN HEALTH(25) pp-S433 [DOI](#) [MTMT](#)
- Zrubka Z,Péntek M,Mhanna L,Abu-Zahra T,Mahdi-Abid M,Fgaier M,El-Dahiyat F,Al-Abdulkarim H,Drummond M,Gulácsi L, Disease-Related Costs Published in The Middle East and North Africa Region: Systematic Review and Analysis of Transferability (2022) PHARMACOECONOMICS(40) pp-587-599 [DOI](#) [MTMT](#)
- Fgaier M, Systematic review of health economic studies: example of the Middle East and North Africa Region (2021) () pp- [MTMT](#)
- Motahari Nezhad H,Fgaier M,Mahdi Abid M,Péntek M,Gulácsi L,Zrubka Z, Digital Biomarker-Based Studies. Scoping Review of Systematic Reviews (2021) JMIR MHEALTH AND UHEALTH(10) pp- [DOI](#) [MTMT](#)
- Zrubka Z,Fgaier M,Atitallah A,Mahdi Abid M,Péntek M,Gulácsi L, Towards a Healthcare Cost Catalogue for Middle EAST and North Africa: A Systematic Review of Costs Reported in Health Economic Publications from Algeria, Libya, Morocco and Tunisia 1995-2019 (2020) VALUE IN HEALTH(23) pp-S647-S647 [DOI](#) [MTMT](#)
- Fgaier M, The Reform of the Health Care System in Tunisia (2018) International Journal of Perceptions in Public Health(2) pp-1-4 [MTMT](#)