**First Name of Application CV No 1661706**

Whatsapp Mobile: +971504753686



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**RESUME COVER**

Expected CTC : As per company standards.

Notice Period : NIL.

Mode of Employment (Temporary/Contractual) : Any.

DOB : 21/10/1988

Skills and Abilities : Decision Maker, Quick learner, Data Analyst, People management

Express of Interest : Company’s Innovation and Discipline have influenced me a lot.

 I hope I can develop my career and knowledge from this company.

Profile : MBA – In Human Resource & Finance. Worked in Hospital Administrative Department

**MY Details:**

Educational Qualification

**M.B.A (Human Resource & Finance)** from Anna University 2012 (82.5%)

**B.A Economics** from Calicut University (76%)

**H.S.E.** from State Board of Kerala, Kerala (81.3%)

**S.S.L.C** from State Board of Kerala, Kerala (69.9%)

**CAREER GOAL**

• Being among the best in my field, achieving recognition and respect from both internal and external customers and from other people I work with based on excellent results in my work to produce timely results and to work hard regardless of time for the upliftment of myself and my organization.

**PROFESSIONAL SUMMARY**

1. Pro-active and result oriented professional with **3.5years** of rich, extensive and progressive experience across managerial functions.
2. Worked in Hospital Administrative dept. having **200+ Staffs** for **“Eye Foundation Hospital, Coimbatore”**
3. Duty scheduling for **16 Doctors** and **200+ Nursing Staffs.**
4. Keeping track and reporting of medical records - workup done by optometrists and investigation areas.
5. Address patient grievances and provide timely support.
6. **Induction & Orientation Training** for newly joined employees from various departments on patient care, hospital software and telephone.
7. Screened, monitored and directed phone calls and e-mails efficiently.
8. **Direct Management reporting** on Hospital statistics including Turn Around Time for Patient administration, Man power status reports etc.
9. Trace the files which are waiting for long working hours and help them get disposed at the earliest.
10. Taken Customer oriented initiatives by Maintaining pleasant ambience and promptness towards the disposal of the patients at defined time frame for various procedures.

**ACADEMICS**

* **MBA (Master of Business Administration)**

Master of Business Administration (82%), from Dhanalakshmi Srinivasan College, Coimbatore, Anna University, (2010-2012)

 • Concentration in

* **Major** -- Human resource(HR)
* **Minor –**Finance
* **B.A Economics** from Calicut University,2010 (76%)
* **H.S.E.** from State Board of Kerala, 2007 (81.3%)
* **S.S.L.C** from State Board of Kerala, 2005 (69.9%)

**PROFESSIONAL EXPERIENCE**

**2012 July TO 2015 December:**

**CURRENT EXPERIENCE: FLOOR MANAGER- ADMINISTRATION (3.5years)**

**Reporting Authority:** Chairman

**Company Name: The Eye Foundation**, **Coimbatore**

The Eye Foundation has well equipped advance technology. First to Introduce LENSX – Laser Refractive Cataract Surgery for the first time in Tamilnadu & Kerala district. First to introduce INTRALASE (Bladeless Lasik) in this region. First to introduce OPTILASIK, world’s fastest and safest Lasik Workstation in this region. The institute also involved in academic activities DNB, Fellowship in Optometry, Diploma in Nursing.

**Designation/Job Location: -** Manager-Administration- Coimbatore

**Job Skills: -** Patient care and General administration

**JOB PROFILE**

**Patients care:** Gap analysis, reduce waiting time, improve the Patients relations & Satisfaction by strategic planning, day to day planning in outpatient department, patient grievance management, front office management, file tracking in EMR, EMR updating activities, specialty clinic management (Cataract (LENSX), Lasik).

**NABH Activities**: NABH implementation in outpatient department, documentation of NABH files in OPD, Monthly Auditing.

**PROJECTS**

1. **Summer Training**

**Company Name: Vijay Motors, Palakkad**

**Project Title :** *Functions of Various Departments*

**Project Profile: -** Collected and gathered data about functions of various departments in the company.

1. **Winter Training**

**Company Name: Adithya Birla Retail Ltd, Chennai**

**Project Title**: *Effectiveness of Employee Training Programs*

Project Profile: - To analyze the effectiveness of various training programs-To give various remedial measures.

**TRAINING PROGRAME**

• Attended one day workshop about ‘Online share trading’ content by SSK College of engineering & technology- Coimbatore.

 • Attended one day workshop about women’s development program content by PSG College of arts and science –Coimbatore.

 • SSK college paper presentation first place conducted by EEE department.

 • “CICERO” national level mathematical event conducted by SSKCET.

**COMPUTER PROFICIENCY**

**Diploma in Financial Accounting (DFA)**

 • Know your Desktop: Microsoft Office ,Tally 9.0,VAT

**Industrial Softwares**:

* **Seibel – CRMDMS** : Exposure to CRMDMS system
* **HMS (Hospital Management System) –** Patient Tracking, Inpatient & Outpatient registration, Patients appointment records.
* **EMR (Electronic Medical Records) -** Inpatient & Outpatient detailed records, Surgery appointment list.