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**Technical Skills**

**Personal Background**

**Education**

**CAREER OBJECTIVE**

# To make myself useful to the organization, by being creative and innovative in all the endeavors given to me and fulfill them in time and in precision with a passion towards my Job and organization I work for.

**PROFESSIONAL EXPERIENCE**

**OPERATIONS EXECUTIVE**

**At RAJAGIRI HOSPITAL**

Location : Aluva, Ernakulam, Kerala, India

Industry : Healthcare

Period : May 2015 – October 2016

Job Role : General administration; Patient/visitor management; Customer care and public relations; Monitoring and implementing all and new policies and procedures; Hospital front office management; Hospital inpatient management- Admission, Billing and Discharge; Health insurance coordination.

**ER COORDINATOR**

**At ASTER MEDCITY**

Location : Ernakulam, Kerala, India

Industry : Healthcare

Period : October 2014 – April 2015

Job Role : General administration; Coordinate all ER activities; Staff management; Patient/visitor management; Hospital Front Office Management; Monitoring and implementing all and new policies and procedures; Assist to make new strategies for ER development.

**MANAGEMENT TRAINEE (INTERN)**

**At FORTIS HOSPITALS**

Location : Bannerghatta, Bangalore, India

Industry : Healthcare

Period : May 2014 – June 2014

Job Role : Standardization and Codification of Forms as per JCI norms.

**MANAGEMENT TRAINEE (INTERN)**

**At FORTIS MALAR HOSPITAL**

Location : Adayar, Tamilnadu, India

Industry : Healthcare

Period : December 2013 – Jan 2014

Job Role : Coordination of activities of Preventive Health Check-up department.

**SUPERVISOR - SALES AND OPERATIONS**

**At POWERLINES : CONTRACTORS, ENGINEERS AND DEALERS**

Location : Thrissur, Kerala, India

Industry : MEP

Period : May 2010 – June 2012

Job Role : General administration; Supervising sales and operations; Financial Management-Planning, Implementation and control; Pay Roll; Day to day office administration.

**EXECUTIVE - SALES AND OPERATIONS**

**At POWERLINES : CONTRACTORS, ENGINEERS AND DEALERS**

Location : Thrissur, Kerala, India

Industry : MEP

Period : April 2009 – May 2010

Job Role : Demonstrating and presenting products; Establishing new business; Maintaining accurate records; Attending trade exhibitions, conferences and meetings; negotiating contracts and packages; Achieving monthly or annual targets, Manage day to day administration.

**QUALIFICATION**

**MASTER'S DEGREE**

**MHA:** Hospital Administration and management; Operations Management; Marketing Management; Human resource Management, Service Marketing; Cost and Quality management; Consumer Behaviour; Management of training and development.

**BACHELORS'S DEGREE**

**BA- PSYCHOLOGY; PHILOSOPHY:** Abnormal Psychology; Indian & Western Philosophy; Sociology; Logic; Basics in Journalism; Ethics, Political Science.

**DIPLOMA**

**PHILOSOPHY:** Indian & Western Philosophy; Logic; Basics in Journalism; Abnormal Psychology; Theories of Personality; Leadership and Emotional Maturity; Ethics.

**LANGUAGES**

* **ENGLISH**
* **MALAYALAM**
* **HINDI**
* **TAMIL**

**ORGANISATIONAL SKILLS**

* Committee Coordinator of National Conference ‘Hospica en Masse’ held at Lulu International Convention Centre, Thrissur on “Access, Cost and Quality” – 2013.
* PRO of National Conference ‘Nexus Hospica’ held at Lulu International Convention Centre, Thrissur on “Healthcare: Opportunities and Challenges” -2012.
* Instructor of Training Programme - “Communication and Personality Development” for employees at St. Gregorious Cardio-Vascular Centre, Parumala, Kerala.
* Soft skill development programs.

**INTERNSHIPS AND PROJECTS**

* A study on Total Waiting Time with respect to Preventive Health Check-up Programme at Fortis Healthcare, Bannerghatta Road, Bangalore.
* An observational Study on Preventive Health Care Department (PHC) at Fortis Malar Hospital, Chennai.
* Gap Analysis of Hospital Standards with NABH standards with a special mention to Chandramathi Amma Memorial Hospital, Thrissur.
* Customer Satisfaction Level on Pharmacy Services at Daya Hospital, Thrissur.

**PERSONAL INFORMATION**

Date of Birth : 3rd November 1986

Gender : Male

Nationality : Indian

Marital Status : Single

Visa Status : Visit Visa ( Exp: 17 February 2017)

**DECLARATION**

I hereby declare that all the above mentioned information is true to the best of my knowledge.

Place: Date: