**Objective:**

Seeking assignments in the field of Hospital Management with a growth oriented organization of repute in India where I can get exposure to grow & excel in my Career & make contributions towards the Achievement of objectives of the organization.

**Career Summary**

 Over 7.3 years’ experience in the areas of **Administration &Management, Operation, Sales and Market- ing**

 Expertise in **Hospital management, Patients Counselling, Handling Accounts & MIS, Marketing & Training**

 Capable of Organizing **promotional events & Camps for Public & , Corporates** to create market brand vis- ibility, generate **new leads** and adapt post event strategies for **leads conversion into sales**

 Expert in scrutinizing billing and collection, budgeting, planning, equipment outlays, and patient flow.

 An effective communicator with excellent team leadership skills and strong analytical, problem solving & or- ganizational abilities.

 Service oriented, dedicated, polite & professional, trustworthy, empathetic, able to multitask, and organized.

 **Academic Credentials**

 **B.Pharm** from **Vel’s College of Pharmacy**, Chennai in -2002-06 with distinction

 Currently pursuing **MBA**–Hospital management in Chennai in -2013

 **Area of Strength Hospital Management:**

 Handled day-to-day administrative work which involves billing, maintenance, supply & etc.

 As an Administrator, **good knowledge in policy matters** and also in **collaborations &**

**partnerships** with other health care services.

 **Dealt with** in-house staff and others at various levels, right from the **medical staff to the governing board** including visiting dignitaries.

 **Close interaction with doctors** in group practices and also in a situation like decision makings.

 Had been **‘figures-savvy’** with the accounting process and procedures to curtail of any misappropriation of funds.

 Compliance with Medical staff Bylaws and Rules & Regulations

 Familiar with management principles and practices.

**Patients Counselling & Training**

 Close interaction with the **patients when attending for counselling.**

 Always **guided the patients** with care

 **Efficient counselling** while interaction with patients**.**

 Provides **sufficient medical details** with care to the patients

 Provides **Basic Training** to the new joiners.

**Marketing:**

 **Business Development:** Developing and executing strategies to generate new leads, meet business ob - jectives and capture the mindshare of the marketplace

 **Communication:** Manage **Advertising, PR, Internal & External communication in Print campaigns, Media & Online**

 **Leading, training & monitoring** the performance of the team members to ensure efficiency in process operations and meeting of individual & group targets.

 Plan & implement all the **Promotional Events & Camps**

**MIS & Accounts:**

 Specialized in **MIS** and handling for **Billing, Patients Data** with diagnosed reports.

 As patient data become more frequently used for quality management and in medical research, I

need to ensure that databases are complete, accurate, and available only to authorized personnel.

 Have made lots of Business Presentations PPTs for the meetings.

 **Experience History:**

**Dr.ESK’s CIMS PVT LTD - TRIMED, Chennai (Since August 2011) – Manager – Administration & Management**

**CurrentAssignment:**

Presently working as **Manager- Customer Care, Administration & Management in Hospital Management for Dr.ESK’s CIMS pvtltd - TRIMED**, Chennai who is leading in Neuropsychiatry Hospital and Integrative medical Specialities in India provides health care services .

**Key Responsibilities:**

 As a Manager , I am responsible for the day-to-day operation of a hospital and to coordinate the actions of all departments and ensure they function as one.

 As a Manager - Customer care , needs to take care of administration, work-flow plans, drafting reports and managing employees in the organization and will also oversee daily hospital functions by managing financial operations and budgets.

 Provides periodic reports for financial services and activities of hospital and reports to the management.

 Prepares reports and analyses highlighting progress, adverse trends and suggesting appropriate recommendations or conclusions to the Management.

 Integrate marketing, operations , work out monthly and quarterly KPI for staff’s , administration and be responsible in financial initiatives.

 Responsible to oversee, billing and collection, budgeting, planning, equipment outlays, and patient’s flow.

 As a Manager will interact, coordinate and engage with doctors and other health care professionals who are involved with the care, rehabilitation and treatment of patients to deliver professional and personalized care.

 Responsible for monitoring and ensuring patient satisfaction with the services provided; identifying and resolving patient and family member concerns and problems.

 Responsible for the maintenance and security of all patient records by keeping all the information organized and up-to-date manner .

 Supports employee involvement in decision making and problem solving

 Enhances professional growth, training and development for the Staff ’s in the Organisation. Performing

Training to all staff (New employee and old employee) motivate staff and involve to work as a Team.

 Develops policies and procedures to promote establishment and maintenance of meaningful communications between patients, families and staff.

 Initiates steps to improve the departmental functioning.

 Conduct status review meetings and document outcomes and reports to Management.

 Presents monthly reports on performance as requested by Director and Senior Management .

 Collecting accounts datas , correlate and report to Management

 I will be interacting with patients directly to provide them with information and to address their enquiries regarding treatment protocol

 Responsible for VIP patient’s , NRI patient’s their treatment and review and also responsible for Home care treatment for Geriatrics , disabled patients.

 Responsible for Patient admission in hospital till they gets discharge.

 Appointed as Centre Manager- Administration & Management and promoted **as Manager – Customer care** in a year service.

 Recognized **as BEST EMPLOYEE OF THE MONTH – JULY 2012**

 Crossing Monthly targets in the organization.

 Achieved All time highest business in JUST DIAL

**M.V CENTRE FOR DIABETES- CHENNAI (FEB 2010 – MAY 2011)**

Worked as **Manager (Administration & Operations)** in **M.V Centre for Hospital**, Chennai who is leading Diabetic Hospital in India provides health care services on diabetes and handling **Hospital Management & Administration.**

**Key Responsibilities:**

 As a Manager, need to take care of administration, work-flow plans, drafting reports and managing outreach programmes & seminars.

 **Overall operations of the hospital network and smooth running , include trouble shooting and cor - rective action-** Hospital clinic+pharma+Diagonstic Lab and related aspects in hospitals.

 Responsible for the Hospital Maintenance and custodian of all **Patient records.**

 **Oversea the redressal of grievances /** complaints received from patients in a timely and satisfactory manner.

 **Active member of Board Meeting**, which drives all business decisions & responsible for Profitability.

 **Efficient counselling** while interaction with patients**,**Provides **sufficient medical details** with care to the patients

 Organizing **promotional events & Camps for Public & , Corporates** to create market brand visibility, generate **new leads** and adapt post event strategies for **leads conversion into sales**

 **Review and Analysis:** Quarterly and yearly budgeting exercises with the team with monthly reviews to en- sure objectives are met.

 **Supervision of Day to Day operations activity –**Dr’s timings on daily basis, Staff attendance , timings , discipline, Staff’s monthly and yearly appraisal .

**Key Achievements:**

. Awarded as Excellent Branch Manager by crossing all time highest business sales in hospital and Recognised as good team player

.Perfomed many camp activity and increased the business of Hospital

**Dr.Agarwal’s Eye Hospital, Chennai (Sep’2006-Feb 2010) –** Business Head

Worked as **Business Head in Hospital Management for Dr.Agarwal’s Eye Hospital**, Chennai who is leading Eye Hospital in India provides health care services on eye.

**Key Responsibilities:**

 As a Business Head, need to take care of administration, work-flow plans, drafting reports and managing outreach programmes & seminars.

 Responsible for the maintenance and security of all **patient records.**

 Need to oversee, billing and collection, budgeting, planning, equipment outlays, and patient flow.

 Taking Care of **training** on the basic eye related issues with the new joinees.

Active part of Board Meeting, which drives all business decisions & responsible for Profitability

 Joined as Counselor and promoted as Business Head in one year service.

 Recognized as good learner, hence have been permitted to take care of training on basic eye related problems.

 Recognised as BEST BUSINESS HEAD and crossed all time highest target of **1 crore**

business in cornea Department.

**SCIENTIFIC PAPERs PRESENTED AT NATIONAL CONFERENCE:**

1. Effect of polyherbal extract on ethylene glycol induced urolithiasis in rats

2. Hepato protective effect of poly herbal methanolic extract against ccl4 induced liver damage in rats

3. National conference on ‘current strategies in pharmaceutical educational and research’ held on 24 th and

25th feb-2006

4. Antitumour activity of aqueous extract of centella asiatica

5. National conference on ‘current strategies in pharmaceutical educational and research’ held on 24 th and

25th feb-2006

6. Analgesic activity of chitranda mezhugu-a siddha drug by eddy’shot plate method

7. National conference on ‘current strategies in pharmaceutical educational and research’ held on 24 th and

25th feb-2006

8. Conference on National Level Technical Symposium at PHARMA INNOVATIONS held on 5th & 6th Jan

2006 at BHARATHIDASAN UNIVERSITY, Tiruchirappalli.

 **Personal Details:**

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| Date of Birth | 24th June 1985 |
| Sex | Female |
| Languages known | Tamil & English |
| Hobbies/Interest | Reading newspapers, Magazines, Listening to music, watching sports |