

VINOSH JOSEPH

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PROFILE

Proven experience that includes Business and Operations management, Consulting and Project Management in Healthcare and ERP applications, and Training and Development

Project Management | Branding and Marketing | Advancing Client Relationships | Operations Management | Change Management | Resource Allocation | Quality Control & Process Audit | Process Integration | Business Trend Identification | Talent & Performance Management | Consulting | Training | Content Management | Business Analysis | Software Implementation Engineering

EXPERIENCE

Lead Manager – Operations and Business Development – Nucleic Health Innovations Pvt. Ltd, Kochi, Apr'17 to Present

- Appointed to head projects, operations, and business development in healthcare and technology segments
- Developing key relationships with healthcare providers including hospitals, clinics, and physician groups with focus on educating new trends in MRI and its benefits including therapeutic mode
- Conducting CME (Continuing Medical Education) periodically on various specialties
- Writing creative copy and edit content for proposals to tie up with various healthcare entities
- Assessing new projects and preparing project scope and statement for the prospective businesses
- Meeting up with prospective investors / partners
- Managing day to day operations, sales, and patient services
- Preparing duty roster and planning holidays and leaves
- Recording of employee leaves and pay-slips, and monitoring attendance
- On-going training and assistance to increase staff quality and efficiency
- Managing maintenance of all technical and non-technical functions and keeping track
- Monitoring daily cash flow, transaction reports, and management reports
- Preparing and monitoring financial statements that include collection statement, bank reconciliations, and expense statements
- Monitoring business trends at various dimensions and strategizing forthcoming actions
- Managing purchase, payments, and maintaining track, assisting in inventory and stock requirements, and safeguarding tangible assets, equipment, and goodwill of the company
- Attending board meetings as and when required
- Designed management reports that include daily/periodic financials, stock movements, and statistics
- Implemented manuals for human resource management
- Implemented operational policies and procedures
 - Prepared policy and procedures documents with regard to the operations and safety of MRI (Magnetic Resonance Imaging) division
 - Prepared various print forms and consent forms
 - Provided induction and training to all MRI and non-MRI staff members to manage the facility with safety and quality as first concept
- Branding and marketing
 - Managed company logo design and contents on all media such as brochures, social media, hoardings, bill boards, flyers, newspapers, and other print materials that brand the services
 - Managed advertising in social media, newspapers, public hoardings, local channels etc.
- Prepared project documents and coordinated meeting with prospective banks to attract funding
- Coordinated legal documentation such as induction of directors on board and obtaining collateral documents for raising funds from bank
- Performed turn-key project management of setting up the MRI division
 - Coordinated and monitored civil construction and interior designing

- Coordinated and monitored installation of HVAC (Heating, Ventilation, and Air Conditioning) systems
- Project planning and scheduling of commissioning of MRI machine and installation of support systems that include IT and Networking infrastructures and Radiology Applications

Project Management – (Freelance), Kochi, Sep’16- Mar’ 17

- Associated with a start-up company in business formation in Diagnostic services
 - Coordinated formalities related to company registration
 - Carried out market assessment and analysis of prospective business scope
 - Prepared project master plans, projected financials, and proposals
 - Spearheaded business proposals with prospective partners / investors
- Provided content management services in editing and proof reading of project reports and student assignments

Team Manager – Inforich Technology Solutions, Trivandrum, Jun’16 – Sep’16

- Managed a team of Business Analysts and Application Testers
 - Trained business analysts in performing detailed and process oriented business and system analysis
 - Prepared business process and system requirement documents and also reviewed the work by the team
 - Managed testing of new products and versions as part of implementation of HMIS (Hospital Management Information System)

Business Consultant – (Freelance), Kochi, Jun’15 – May’16

- Associated with a start-up company in business formation in trading and consulting
 - Coordinated formalities related to company registration
 - Carried out market assessment and analysis of prospective business scope
 - Spearheaded business proposals with prospective partners / investors
 - Managed setting up business office and operations

Lead – Implementation Healthcare – UBQ Technologies Pvt. Ltd., Bangalore, Feb’15 – May’15

- Carried out study of business processes at a hospital
- Participated in implementation of HMIS (Java framework and MySQL database) and Radiology equipment interface at a government hospital
- Prepared business process documents for a clinical system
- Developed MIS (Management Information System) reports
- Performed system testing and functionality testing

Assistant Manager – Implementation -Waterbuck Technologies Pvt. Ltd., Hyderabad, Jul’11-Jan’15

- Steered project planning, scheduling, and organizing; supported the senior management in execution of portfolio and programs
- Conducted workshops to demonstrate product features and map them with business requirements, prepared Business Process and System Requirement specification documents, and maintained backlog and traceability of the product development and delivery
- Performed Quality Assurance planning, scheduling, resource allocation, and testing including case preparation, testing, tracking, and technical documentation and reviewing
- Performed preparation of Release planning, project team support, verification of conformity to Service Level Agreements, and approval of version releases to clients
- Implemented Healthcare Solutions (VB and .NET frameworks, and Oracle and MySQL databases)
 - Installed and configured systems, validated master data, provided stakeholder training, and conducted user acceptance testing and parallel test run
 - Maintained and tracked issues and customization requests
- Held project reviews and communicated with client and PMO to keep projects on track
- Ensured project completion within specified quality, cost, and timelines; managed project/stages acceptance sign off
- Controlled risks and security measures to improve business processes
- Evaluated and implemented application life cycle(s) management and project management tools

- Implemented PMBOK and Prince2 in the organization, and participated in CMMI evaluation; driven process documentation ensuring project implementation processes and documentations were in compliance with the stipulated standards
- Supported marketing and sales department, account management, and corporate communications

HMIS Administrator, Jan'09 –May'11 and **Patient Relations Executive**, Oct '06 –Dec'08, Aster Hospital, Dubai

HMIS Administrator

- Coordinated implementation of Hospital Management Information System (HMIS) and Enterprise Resource Planning (ERP) software at the hospital and its sister concerns
- Analyzed business processes, conducted system analysis, and provided recommendations for customization or product enhancement to regulate business operations
- Carried out system testing, functionality testing, and module and equipment (Laboratory and Radiology) integration testing
- Performed installation and configuration of Oracle and other software set up files such as Outlook Express and database back-up maintenance, as well
- Provided end-user training and prepared user help documents and videos
- Involved in network support and maintenance, and update of applications on client systems
- Coordinated with IT and Business Development Team in developing design and content for website

Patient Relations Executive

- Performed various patient services including attending to telephone calls and billing, and obtaining approvals from insurance companies
- Streamlined insurance billing and approval mechanisms

IELTS Administrator -Manipal Universal Learning Pvt. Ltd (MAHE University), Manipal, Jun'05 – Jun'06

- Faculty in IELTS training
- Developed course content
- Recruited new trainers
- Organized seminars and campaigns

IELTS Trainer -ABC Indo-US Academy, Kochi, Jun'04 – May'05

- Faculty in IELTS training

Lecturer – Mercy Arts College, Vadakara, Calicut, Jun' 02 – May' 03

- Faculty in English Language and Literature

PROJECTS

Aster Hospital (Dubai), Aster Hospital (Muscat), Aga Khan University Hospital (Kenya), Pacific International Hospital (Papua New Guinea), Government Clinics (Saudi Arabia), Milann Clinics (Bangalore), State Health Resource Center (Haryana), Nirmala Hospital (Bangalore), Mediciti Hospital and Yashoda Hospital (Hyderabad), MGM Hospital (Mumbai), and Holy Cross Hospital (Kerala)

SKILLS

- Word, Excel, PowerPoint, MPP, Visio, UML, HelpNDoc, Eclipse, TFS, and Visual Studio
- CMMI, Prince2, PMBOK, SDLC, and Development Methodologies

ACADEMIA

M.A (English), 2002, Calicut University | **B. Ed & SET** (English), 2004, Mahatma Gandhi University

IATA (Certification), 2006, Globe College of Travel and Tourism, Mangalore

PERSONAL DETAILS

Date of Birth: 16-01-1978 | **Gender:** Male
Nationality: India | **Passport No:** L9083716

DECLARATION

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

Vinosh Joseph