**PRABHASH I T**

 Email:prabashit@gmail.com

 Mob: 8714291326,

PERSONAL PROFILE

A professional with **5**+ years of experience in various hospital processes. Experienced in Public Relation, Operations, Marketing andAdministration. I am looking to join a forward facing organization that will provide with me a challenging and conducive work environment that will allow me to bring out the best of my knowledge and experience.

PROFESSIONAL EXPERIENCE

 1) Organization : Samaritan Heart Institute l, Kerala, India

 Period : 2014 to (Still working )

 Designation : **Assistant Manager-Operations**

 Department : Administration

 Responsibilities :-

* Work together with nurse managers and doctors to manage the daily operations of the assigned service area to ensure its smooth running daily.
* Review key processes to improve overall key performance indicators/ outcomes in the areas of total customer experience, operational efficiency and optimal resources utilization.
* Mange the all Insurance activates ( cashless empanelling, cashless admission procedure monitoring the payment & payment follow up)
* Track, monitor and make recommendations to achieve excellent customer satisfaction ratings..
* Organizing and coordinating Medical Camps
* Manage customer complaints and follow up with service recovery if necessary.
* coordinating Hospital events (hospital video preparation , brochures, roll up stand, and Printing banner and flex) etc

 2) Organization : Sunrise hospital kakkanad.

 Period : 2012-2014

 Designation : Public Relation Officer . (Operations)

 Department : Administration

 Responsibilities

* Coordinating all departments including – Reception, Pharmacy, Billing, Accounts, nursing, Floors etc.
* Coordinating with the advertising agency for Advertisements.
* Take care the foreign patients and VIP patients.
* FRRO Registrations
* Coordinating with medical tourism agents who bring patients to the hospital.
* Coordinating with companies for Health Package
* Coordinating with Different groups & Associations for privileges for patients.
* Camps
* (Cardiology, General Surgery, Gynec, ENT, and Dental) inside and outside the hospital. Counseling and registering patients for surgery and other arrangements during camps.
* Arrangements OPD requirement for new doctor who joins the hospital. (Visiting card, seal, prescription pad, Name boards, etc)

3) Organization : VODAFONE **(**Store)

 Period : 2009-2010

 Designation : Customer services executive

 Responsibilities

* Product information

 Sales of Vodafone products

 Queries and complaint of customer

 Connection activation

 All other services related to Vodafone product

 EDUCATIONAL QUALIFICATION

* MBA :Bharathiar university
* B com : St. Thomas College Market Road Ernakulam
* Plus Two : Vidyanikethan College Kacheripady Ernakulam
* SSLC : Mangalail H.S.S Maradu, Ernakulam

 ADDITIONAL SKILLS

* Work Experience in MS Office ( Word, Excel, Outlook, PowerPoint.)
* Knowledge of computers with on hand experience and Internet
* Languages : English, Malayalam, Hindi

 PERSONAL SKILLS

* Ability to provide excellent customer service
* Able to perform multiple tasks under pressure and consistently meet tight deadlines.
* Strong initiative in decision-making and assumption of responsibilities.
* Good in professional work ethics.

 PERSONAL INFORMATION

Date of Birth : 29/09/1990

Sex : Male

Nationality : Indian

Religion : Hindhu

Marital Status : Married

 DECLARATION

 I hereby declare that the above written particulars are true to the best of my knowledge and belief.

 **PRABHASH I T**