CURRICULAM VITAE

**POOJA KM**

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**Objective**

A challenging position that will utilizes my professional expertise & interpersonal skills. Clear and focused to achieving objective. Desire a dynamic work environment that offers excellent opportunity to grow and advanced based upon accomplishment.

**Professional Summary**

Qualified hospital operations executive with experience in various positions and broad understanding of the industry. Able to successfully manage in-person contact with frustrated, nervous or special needs patients. Committed to exemplary customer service and personal responsibility.

**Educational Qualifications**

M B A in Human Resource Management : March 2013

B.Sc Information Technology : July 2010

Higher Secondary : March 2007

SSLC : March 2005

**Working Experience**

* Currently working as Operations Executive in Rajagiri Hospital Aluva (**JCI,NABH accredited**) from august 2014 (**4+ years**).
* Worked as Office Assistant in Nehru College of Engineering and Reserch Centre,Pampady,Thiruvilwamala,Trissur for **3 and half years.**

**Certification Course**

* Microsoft Gold certified project named Tele Exchange Management systems done in PHP language.

. **Job Profile:**

* Coordinate operations and personnel activities to meet Departmental, Hospital and Health System objectives related to the provision of services within designated areas
* Involvement in overall management, planning and controls of daily work activities
* Maintain interface with departmental personnel to ensure there is adequate space and facilities for patient care and coordination of facilities.
* Oversee patient care flow while redirecting and allocating resources.
* Determine necessary space, equipment, supplies and support systems to ensure effective functioning of unit/department.
* Investigate patient/visitor concerns and implements appropriate courses of action.
* Take corrective action in situations requiring immediate intervention, including interpretation and administration of hospital policy and work rules.
* Communicate issues identified by front line staff to appropriate administrative team related to new administrative or departmental initiatives.
* Collaboration with clinical and support staff to foster delivery of quality care.

**Areas of Interest**

* General Administration
* Operations
* Quality
* Insurance
* Corporate Relations

**Personal Strenghts**

Sincere and self-motivated

Committed towards the company and adaptable with work environment

Team player, with an ability to deal with people effectively.

Quick learner and good observer, with an ability to rapidly achieve organizational integration and employees new ideas and concepts.

**Declaration**

I hereby declare the above mentioned details are true to my knowledge and belief.

Place: Aluva Yours Faithfully

Date: Pooja KM