JEENA.P.JOHN



🖂 Jiya\_john@yahoo.com

🕿 +971 9895319605/

🕿 +971 9526526355

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**OBJECTIVE:**

Seeking a challenging position in a progressive organization, where I can utilize my strong organizational skills, experience, educational background and ability to work well with people to contribute to employer objectives, profitability, and success with a company offering potential for challenge and growth.

**PROFESSIONAL SUMMARY:**

* Organized, Detailed Oriented and Dedicated Professional over **6**-years successful career in Administration, Teaching, Nursing and Customer Service.
* Highly involved in implementing workforce planning, retaining candidates, and to source and fill vacancies.
* Responsible for implementing training programs and helping employees develop their careers and achieve organization goals.
* Able to prioritize tasks and responsible for providing overall managerial support so that the organization maximizes its employee productivity and well-being.
* Remarkable ability to deal with customers in a positive, courteous and enthusiastic manner to ensure client satisfaction and recurring business opportunities.
* **Industries Experienced**: Education, Medical and Health Care.

**KEY COMPETENCIES AND SKILLS**

|  |  |
| --- | --- |
| Succession Planning and Development | * Highly organized
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| Training and Facilitation | * Responsible
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| Customer Relationship Management | * Counselor
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| Quality Nursing Care | * Inter personal skills
 |
| Staff Recruitment and Retention | * Trust worthy and Discreet
 |
| Analytical & Problem Solving | * Patience and Integrity
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| Administration & Coordination  | * Leadership Skill
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**Professional Qualification**

**Master’s in Business Administration major in Human Resource and Marketing** from Sikkim Manipal University and passed with 68%.

**Master’s Degree in Nursing** **major in Medical Surgical Nursing** from Rajiv Ghandhi University and passed with 72%.

**Pc B.sc Nursing** from Rajiv Ghandhi University and passed with 75%.

**Diploma in GNM** from Rajiv Ghandhi University and passed with 68%.

**CARRER SUMMARY**

**Al-BUSTAN HOSPITAL MEDICAL CO-ORDINATOR**

**(OCT 2016 – AUG 2018)**

**Al Bustan** group is a health care provider in **UAE**, delivering Lifetime HealthCare. The group provides quality health care to a diverse population segment in the Emirate and beyond. Ensure Leading life time partner for all health needs with excellence, compassion and competence. Enable leadership in continuing medical education and research that improves the health of the people in United Arab Emirates.

**SALIENT JOB TASKS:**

* Function as liaison between administration, patients, physicians, insurance department and other healthcare providers.
* Experienced in Preparing and Auditing Bills of DRG and Daycases for Insurance Claims, Patients under Cash / company payment.
* Maintain the Accuracy, Regularity and Availability of Records, Reports and Databases as directed.
* Ensure particular insurance policy is covered in our facility and online eligibility should be checked as applicable.
* Tracking Insurance approvals and Revisions for IP patients and inform to the concerned staffs and patients regarding the current status.
* Ensure that all relevant pre approval/pre authorization requests are forwarded to insurance department on time.
* Identify the deductible/co-payment amount, the need for GP referral before specialist consultation, pre-authorization before procedures / treatment that are as per the protocols of insurance company and the same should be informed to patient.
* Sound Knowledge in the regulations, pre-approval protocols, Factors & tariffs of different insurance companies in UAE.
* Experienced in identify of Insurance claims- Insurance Card checking, Approval checking, Encounter checking, Updating Tariff & Claim Validation Etc.
* Analyzing the changes of policies of various insurance companies and also update according to the concerned changes implemented.



**GAYATHRI EDUCATIONAL ACADEMY**

**LECTURER CUM HR EXECUTIVE 2014 SEP-2016-SEP**

Gayathri Educational Academy is one such institution aimed at attracting students who would like to make the best of this excellent opportunity, while imparting the right skills and knowledge is the prime importance, The Academy has made major inroads in Nursing and Para-medical education and has built a reputation with its specialized and perfectly tailored courses to suit candidates who are looking for a bright and successful career in the fields. Students get a strong foundation and the requisite experience to launch their careers in a new environment and in a different country.

**SALIENT JOB TASKS:**

* Responsible for designing, implementing, evaluating and revising academic education programs for students.
* Designing curriculam.
* Documenting the outcomes of the educational process.
* Participating in professional associations.
* Speaking/presenting at nursing conferences.
* Contributing to the academic community through leadership roles.
* Assist in overseeing the implementation of Human Resources programs.
* Proven ability to be a good counselor for students and staff.
* Compile and update employee’s records by entering and updating employment and status-change.
* Deal with employee request regarding human resources issues, rules and regulations.
* Properly handle complaints and grievance procedures.
* Conduct initial orientation to newly hired employees.
* Assist in developing and monitoring an annual budget that includes Human Resources services, employee recognition, social events and benefits administration.
* Conduct a continuing study of all Human Resources policies, programs, and practices to keep management informed of new developments.
* Assist with recruitment procedure, job advertisement reviewed, screening of application and finalizing the process of appointment.
* Participate in executive, management, and company staff meetings and attends other meetings and seminars.
* Maintains employee confidence and protects operations by keeping human resource information confidential.

**Achievements**

* Increased students productivity and the overall efficiency of the unit by introducing processes and procedures that eliminated duplication and reduced the time to complete work schedule.
* Increased benefit costs by 15% annually through meticulous recordkeeping and ensuring that company did not pay benefits for which employees were ineligible.
* Received **Best Service of the year award** from the management.



**ESCORTS HEART INSTITUTE AND RESEARCH CENTER**

 **OT NURSE 2006-Feb- 2008-Sep**

Fortis Healthcare Limited is a leading integrated healthcare delivery service provider in India. Fortis Escorts Heart Institute has set benchmarks in cardiac care with Paediatric path breaking work over the past 30 years. Today, it is recognised world over as a centre of excellence providing the latest technology in Cardiac Bypass Surgery, Interventional Cardiology, Non-invasive Cardiology, Paediatric Cardiology. In a global study of the 30 most technologically advanced hospitals in the world, its flagship, the Fortis Memorial Research Institute’ (FMRI), was **ranked No.2,** by ‘topmastersinhealthcare.com, and placed ahead of many other outstanding medical institutions in the world.

**SALIENT JOB TASKS:**

* Assessing patients prior to surgery and alleviating their concerns.
* Gathering all supplies needed for the operation.
* Assuming responsibility of keeping the operating room sterilized.
* Working with the surgeon as a senior scrub nurse.
* To assist with clinical research and record keeping as required by the scientific programs.
* Responsibility for the surgical instruments, equipment and swabs.
* Act as a link between the surgical team and other parts of the theatre and hospital.
* Played a key role as patient advocate, ensuring patients’ safety and protection, and those patients are well supported throughout the research study.
* Management and supervision of sterilization services;

 **Achievements**

* Positive impact on quality of care and quality of patient outcomes
* Expansion of health care services, programs, and outreach to meet patient needs

**PERSONAL DATA**

Present Address : Jeena P John

 Ernakulam, kerala

Driving License : Yes - Indian

E-mail : Jiya\_john@yahoo.com

Sex : Female

DOB : 26/09/1984

Marital Status : Single

Languages Known : English, Hindi, kannada & Malayalam

Nationality : Indian

**DECLARATION**

I hereby declare that the information furnished above is true to best of my knowledge and will be supported by relevant documents when required.

 Place: Thiruvalla
 Date : 10.11.2018 Jeena P John