

# SHARAT. S

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## CAREER OBJECTIVE

Seeking A Position To Utilize My Skill And Ability In An Organization That Offers Professional Growth And Give Outmost Best In My Professional Career By Adopting Myself To Changing Situation.

## PERSONAL STRENGTHS

Flexibility And Adaptability, Quick Learner Stress Tolerance, Critical Thinking, Coaching People, Positive Attitude, Financial Management, Leadership, Goal Oriented, Motivating People, Self-Motivated, Personal Management, Organization Skill, Strong Analytical Abilities, Interpersonal Skill, Team Work, Negotiation, People Oriented

## PERSONAL SKILLS

Headhunting, End To End Recruitment, Grievances Handling, Employee Retention/Engagement, HRIS, Scheduling Skill, Project Management, Technological Aptitude, Labour Contract, EPF, ESIC, Payroll Processing, Training, Induction, Performance Management, Talent Acquisition/Management, NABH.

## EDUCATIONAL QUALIFICATION

NAME OF EXAM	BOARD/UNIVERSITY	YEAR OF STUDY	PERCENTAGE
MBA (Health Care & Hospital Management/ HRM)	NIBM	2015-2017	80%
B.Sc. (Information Technology)	KUVEMPU University	2006-2009	68 %
H.S.	CBSE	2005-2006	55 %
H.S.L.C	CBSE	2003-2004	54 %

## TECHNICAL QUALIFICATION

1. Advance Diploma in **Software Engineering** from NIIT Panbazar Center, Guwahati (Assam).

## **WORK EXPERIENCE**

### **Full Time Work**

#### **Locum Meds (P) Ltd., Watford, United Kingdom.**

(Work Space @ Pearl CA College, Palarivattom, Kochi)

**Manager - HR / Administration, Nov 21, 2016–Dec 31,2018.**

#### **HR Activities (UK): -**

- ❖ Recruiting and maintaining database, with updated CV's, of Medical & Non-Medical Candidates, like RGN, ANP's, INP's, NP's, Phlebotomist, Pharmacists, Parameds, HCA's, Medical/Dental Practice Managers, Medical/Dental Admin, Medical/Dental Receptionist & Medical Secretary.
- ❖ Posting Job Adds on job portals, if required candidates unavailable with our database.
- ❖ Full Filling of Current Vacancies & generate new Vacancies.
- ❖ Headhunting for required candidates.
- ❖ Responsible for Payroll and are notified to candidates.
- ❖ Liaison between clients & also search for new clients.
- ❖ Up to date all candidate's profiles with updated CV's, compliance documents & mandatory certificates.
- ❖ Keep track of candidates training directory.
- ❖ Notifying candidates regarding expiry or renewal of training & mandatory documents.
- ❖ Responsible for renewing compliance documents.
- ❖ Responsible for making contract for client & candidates.
- ❖ Responsible for Invoice generation for clients.
- ❖ Coordinate with the Employee for work satisfaction.
- ❖ Other Adhoc works.
- ❖ MIS & HRIS reporting.
- ❖ Handling team of 1523 permanent direct staffs & 64000+ contractual staffs indirectly.

#### **HR Activities (India): -**

- ❖ Responsible for End to End Recruitment.
- ❖ Providing employee supervision and evaluations.
- ❖ Responsible for hiring, (HRs & IT Candidates).
- ❖ Creating & maintain personal files for all staff.
- ❖ Conduct training, induction and re-training classes for employees.
- ❖ Working with finance department in processing payroll for employees.
- ❖ Address employees' grievances on time along with senior management team.
- ❖ Attend and conducts the performance appraisal of staffs.
- ❖ Resource card updating.
- ❖ Attend and conducts the performance appraisal of staffs.
- ❖ Responsible for all the documentation of employee, which include preparation of offer letter, appointment letter, joining formalities, reliving letter, experience letter, job specification, job description etc.
- ❖ Responsible for developing and implementing performance management system.
- ❖ Responsible for developing and implementing human resources policies.
- ❖ MIS & HRIS reporting.
- ❖ Handling team member of 52 staffs.
- ❖ Handling general administration duties.

**Parabrahma Specialty Hospital And Research Centre, Kollam, Kerala  
(Under Travancore Devaswom Board Service Society),**

**Manager - HR / Administration; Dec 04, 2014 – Pursuing** (weekly visit from Dec, 2016)

**HR Activities: -**

- ❖ Responsible for End to End Recruitment (Permanent & Contractual)
- ❖ Visit contractual workers sites before selection process starts.
- ❖ Creating agreements between hospital & contractual staffs.
- ❖ Providing employee supervision and evaluations.
- ❖ Creating & maintain personal files for all staff.
- ❖ Conduct training, induction and re-training classes for employees.
- ❖ Record keeping of employee personal benefits such as remuneration, leave entitlements, end of service, health and medical insurance etc.
- ❖ Resource card updating.
- ❖ Managing staff health, safety and well-being issues.
- ❖ Handling conflict & disciplinary situations.
- ❖ Working with finance department in processing payroll for employees.
- ❖ Address employees' grievances on time along with senior management team.
- ❖ Take effective measures to retain employees, to minimize leave and also control and minimize emergency leave requests as per management policy from time to time
- ❖ Attend and conducts the performance appraisal of staffs.
- ❖ Keeping track records of attendance log, leaves and over timing of the employees.
- ❖ Seeing to it that no employee is irregular and if there are such people, taking corrective and /or preventive measures.
- ❖ Responsible for all the documentation of employee, which include preparation of offer letter, appointment letter, joining formalities, relieving letter, experience letter, job specification, job description etc.
- ❖ Responsible for developing and implementing performance management system.
- ❖ Responsible for developing and implementing human resources policies.
- ❖ Collect all departmental reports on daily / monthly basics and forward it to higher ups
- ❖ Submit daily MIS reports to higher ups on activities carried out.

**Administrative /Operations Activities: -**

- ❖ Face to face counseling of patients.
- ❖ Daily rounds to counters & report to higher ups.
- ❖ Interaction with doctors and PRAs.
- ❖ Identify the new drugs which are prescribed by doctors and reporting to clinical pharmacist.
- ❖ Monitor the consumption of products in the counter and prepare strategies for the improvement of flow of these products.
- ❖ Attend to all internal departmental problems and report to AO.
- ❖ Attending to all departmental meetings.
- ❖ Lunch time planning and management.
- ❖ Responsible for weekly stock taking in pharmacy stores and billing counters.
- ❖ Assist AO in making new changing in hospital operations.
- ❖ Lead and conduct EMR & billing classes for new employees.
- ❖ Coordinate with the housekeeping, maintenance and dietary personnel for the smooth work flow.
- ❖ Keep a tab and timely report on the new changes in each department.
- ❖ Preparation of duty rosters and provision of alternative arrangements of staff, in case of, leaves of staff or extra ordinary emergency.
- ❖ MIS, spillage and inspection report updating (weekly)
- ❖ Responsible for patient grievance handling.
- ❖ Deal with enquiries, attend patient calls and provide them the required information, with the help of supporting staffs
- ❖ Maintaining and make it availability of patient medical notes and other medical reports, like x-ray, CT scan, investigation reports etc., in respect of admissions, as required.
- ❖ Responsible for ensuring patient identification details are correct, electronically and patient identification labels are printed, as per age category.

- ❖ Responsible for preparing notes of patients going to other hospital departments or referring hospitals, including patient's property, as directed by the nurse superintendent.
- ❖ Responsible for preparing and issuing hospital medical certificates
- ❖ Responsible for, receive and check stores, and the follow-up of outstanding items, or requests for repair to equipment.
- ❖ Ensure medical notes are in order laid down when the patient is discharged.
- ❖ Billing, store, medical team and patient coordination for discharge summary & discharge medicines ensuring, and availability of emergency department beds.
- ❖ Patient billing cancellation, if staff billed wrong.
- ❖ Working directly with the insurance company, healthcare provider, and patient to get a claim processed and paid.
- ❖ Liaisoning with government officials, medical staffs, departmental heads and outside agencies.
- ❖ Responsible for planning, organizing, directing and controlling all resource departments and services of the center, including personnel, financial, facilities, equipment and supplies.
- ❖ Responsible for managing complete communication infrastructures like epabx, internet, landline phones, data card etc.
- ❖ Responsible for purchasing, store keeping and dispatch to departments as per monthly fixed stocks list.
- ❖ Responsible for ensuring facilities including utility operation & maintenance, security, housekeeping.
- ❖ Prepare and control administrative budget plan.
- ❖ Responsible for developing and directing the implementation of policies and programs in the resource departments and services of the center.
- ❖ Coordinating the activities relating to the quality assurance programme in the hospital and NABH accreditation process.
- ❖ Assessing and establishing lab quality, imaging quality, record maintenance, infection control, disaster management, hospital infection control, biomedical waste management, hospital infection control, ambulance services and fire safety.
- ❖ Upkeep of infrastructure, equipment, legal documents.
- ❖ Procurement of drugs, consumables and equipment and stationery.
- ❖ Maintenance of provision of round the clock electricity, water supply and cleanliness in the hospital premises.
- ❖ Develop procedures for quality assurance, patient services, medical treatments, department activities and public relations outreach
- ❖ Responsible for travel management for patients, as well as office / board staffs.
- ❖ Responsible for managing HR, admin & operations activities independently.

**Projects: -**

1. **Pulmonary / ENT / Dermatology Department Development Project.**
  - a) Space plan for concerned department.
  - b) Arrangement of concerned departmental medicines & medical tools
2. **NABH Certification Project.**

**Bourn Hall International India Pvt. Ltd.** (IVF Hospital), Kochi, Kerala.

**Executive – HR & Patient Care; Sep 03, 2012–Nov 30, 2014.**

(Because of my mother's illness, I have to move to my hometown)

- ❖ Attend international patient queries and provide them the required information.
- ❖ Book appointments as per patients request.
- ❖ Dial patients for confirmation of appointments.
- ❖ Making daily and monthly call reports.
- ❖ Dial patients, who missed patient care programs, and book appointment if they needed.
- ❖ Making reports of patient care programs.
- ❖ Make some tele marketing and promotions calls in behalf of marketing department, and submit report as per patient's feedback.

- ❖ Reply email queries of international patients, daily 20 to 25 mails are there to reply.
- ❖ Coordinate activities between patients and medical team.
- ❖ Have to attend front desk also.
- ❖ Billing as per patients request, and handle cash also.
- ❖ Face to face counseling of walk-in patients and convert to take bourn halls paid services.
- ❖ Collect reference from existing patients.
- ❖ Attending to all departmental meetings.
- ❖ Making weekly roster.
- ❖ Keeping track records of attendance log, leaves and over timing of the employees.
- ❖ Responsible for all the documentation of employee, which include preparation of offer letter, appointment letter, joining formalities, reliving letter, experience letter, job specification, job description etc.
- ❖ Keep track of all mobiles, laptops and tablets with their issues and upgrade systems as per their job needs.
- ❖ Ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery disks or external HDD.
- ❖ Monitor toll-free connections and troubleshoot all issues, in the guidance of provider/vendor.

**Seemas Wedding Collections, Corporate Office, Perumbavoor, Kerala.**

**System Administrator / HR Assistant, Aug 01, 2009 - Aug 31, 2012**

- ❖ Maintaining computer performance up to 275 pc's & maintaining server performance up to 08 to 13 servers (13 server in excess lode time)
- ❖ Install new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. As per requirements.
- ❖ Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes
- ❖ Reviewing system and application logs
- ❖ Perform windows server installation/ configuration, backup, remote administration etc.
- ❖ Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery disks or external HDD.
- ❖ Provide essential hardware support for laptops, desktop personal computers, windows server, printers, fax and scanners.
- ❖ Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- ❖ Understand/configure and maintain the firewall, antivirus software and perform regular security monitoring to identify any possible intrusions.
- ❖ Firewall configuration and management.
- ❖ Provide essential security, web server configuration, firewall configuration and VPN set up.
- ❖ Repair and recover from hardware or software failures.
- ❖ Performing networking management
- ❖ Develop/maintain and document the installation and configuration procedures.
- ❖ Create, change, and delete user accounts per request.
- ❖ Keeping track records of attendance log and leaves of the employees.
- ❖ Seeing to it that no employee is irregular and if there are such people, taking corrective and /or preventive measures.
- ❖ Responsible for preparation and processing of monthly payroll
- ❖ Calculation and processing of termination payments
- ❖ PF and ESI registration.
- ❖ Responsible for updating and maintain personal file, leave and overtime application
- ❖ Responsible for post adds, over company website, print media, & Job portals.

## **Part Time Work**

### **Freelance Recruiter; Sep 01, 2014 - Pursuing.**

- ❖ Sourcing of ITs, Non-ITs, Healthcare & Oil-Gas candidates through Job Boards, Social Media, Networking, Referrals and Projects.
- ❖ Handling end-to-end recruitment cycle.
- ❖ Responsible for sourcing talented candidates according to the Job description.
- ❖ Develop & maintain network.
- ❖ Maintain strong database of candidate for future requirements.
- ❖ Acting as first point-of-contact for consultant and maintains monthly contact with consultant.

### **Teleone Consumers Products Pvt. Ltd. Kochi, Kerala.**

#### **Head (Administrator/Operations/HR) (Night Shift); May 01, 2013 - Nov 30, 2014.**

- ❖ Making quality action plans.
- ❖ Develop team of quality leaders.
- ❖ Process improvement strategies.
- ❖ Develop business development plans.
- ❖ Keep motivating the whole team to achieve revenue target.
- ❖ Handle tele sales executive (60), team leaders (6), and retrieve productivity from them.
- ❖ Train new executive/team leader and keep updating existing executive/team leader with latest product/services.
- ❖ Setting up long- and short-term goals.
- ❖ In the absents of zonal manager, I required to perform the duties of zonal manager.
- ❖ Reply all queries/issues of customers with relevant information, over phone/email.
- ❖ Coordinating with dispatch department to deliver product on time.
- ❖ Inform customer about the status of their product ordered.
- ❖ Intermediate with customer and customer support team.
- ❖ Organizing and conducting interviews.
- ❖ Organizing and conducting performance appraisal.
- ❖ Take strong decision of, which ad is to be placed in channels.
- ❖ Assuring staff signing on mustrol.
- ❖ Perform duties of administration, like purchasing of required office stationeries, posting ad online and in print media of vacancies, etc.
- ❖ Schedules travel and reservation for employee.
- ❖ Ensuring the hygiene and services of third-party service, i.e. Security, pantry and housekeeping.
- ❖ Keep tracks of daily expenses.
- ❖ Prepare and control administrative budgets.
- ❖ Take responsibilities of staffing and schedule their duties.
- ❖ Keeping track records of attendance log, leaves and over timing of the employees.
- ❖ Seeing to it that no employee is irregular and if there are such people, taking corrective and /or preventive measures.
- ❖ Responsible for preparation and processing of monthly payroll.
- ❖ Calculation and processing of termination payments.
- ❖ Responsible for updating and maintain personal file, leave and overtime application
- ❖ Supervise and monitoring external suppliers to ensure quality and standards are up to expectation
- ❖ Making daily and monthly MIS reports (daily-sales/admin and monthly-sales/admin/hr).
- ❖ Assists in the planning, design, documentation, and implementation of various systems to include desktop Pc, servers, network equipment, and software applications.
- ❖ Develops, maintains, and monitors procedures for all server backups.
- ❖ Makes recommendations for new equipment and services to purchase and works with various vendors for procurement.

## PERSONAL PROFILE

**Name:** Sharat.S  
**Father's Name:** Sasidharan.P  
**Date of Birth:** 27<sup>th</sup> December 1986  
**Sex:** Male.  
**Marital Status:** Unmarried.  
**Passport No:** L9916374  
**Language Known:**

Language	Read	Write	Speak
English	Yes	Yes	Yes
Hindi	Yes	Yes	Yes
Malayalam	No	No	Yes

**Interested In:** Listening music, travelling, painting, computers software's, social networking, making friends, self-updating with latest technologies, intensity to know & study about new arrivals and social works.

**Current Location:** Ernakulam, Kerala, India  
**Nationality:** Indian.

## ::DECLARATION::

**I do hereby declare that the information furnishing above is true to the best of my knowledge.**

**Place**  
Ernakulam

**Yours Sincerely**  
Sharat. S