

SHARAT. S

Nirmaliyam (H), Njakkanal (P.O), Oachira, Kollam-Dist., Kerala, India. PIN: 690533.

☎ : mr.sharatns@gmail.com

☎ : +91-7025233918

☎ : +91-8921066363

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 @ 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: 27th 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