

LIGO VARGHESE

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OPERATIONS, BUSINESS DEVELOPMENT & MARKETING PROFESSIONAL

Seeking opportunities in Operations and Business Development with a growth oriented organization of repute

Operations Management • Strategic Planning • Business Development • Training and Development • Marketing
• Administration • Facility Management • Vendor Management • Team Management

- A keen planner and strategist with skills in team building, organisation building capability and proven abilities in planning & managing resources
 - A visionary with a decade of experience of verifiable year after year success achieving revenue, profit and business growth objectives within start-up, turnaround and rapid-change environments
 - Developing recruitment procedures for selecting appropriate candidate for a job and finalizing salary and other terms/perquisites with the short listed candidate
 - Handling the miscellaneous suspense account and refunding the unallocated money; assisting higher management in implementing different process intended towards customers' satisfaction
 - Quality checking of proposal forms & helping higher management to map the New Business process flow by mapping different sub-processes of it
 - Managing relationship with corporate clients of the area and evolving markets segmentation and segmentation strategies to achieve desired targets
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PROFESSIONAL EXPERIENCE

Canadian Global Life and Educare Pvt. Ltd. (Health Heal)

Since Aug'16

Bangalore, India

Delegations:

Assistant Vice President (Operations) Since Jul'17

Assistant Manager (Operations) Aug'16 - Jul'17

→ Accountable for:

- Planning, organizing, directing the home health care to ensure that quality patient care is provided
- Creating an environment and culture that enables the home health care to fulfill exceeding its goal, convey the home health care mission to all staff, hold staff accountable for their performance

→ Ensuring:

- Availability and deliverability of quality facilities and amenities for all patients
- Sound and stable operation of assigned departments

→ Motivating medical teams and allied staff members to perform their roles, tasks and functions to the best of their abilities to make the patients feel comfortable at all times

→ Keeping a check on all visiting appointment patients & payment package to be analyzed

→ Verifying insurance patient package and solving related problems

→ Analyzing monthly, quarterly operational performance for the way PowerPoint presentation

→ Conducting training and development programs for internal staff, facilitating for all to achieve the targets

→ Tracking & monitoring and making recommendations:

- For utilization of departmental budget to achieve optimization of allocated resources
- To achieve excellent customer satisfaction ratings
- For home health care related requirements related to its annual planning cycles, including financial, manpower and total training budgets

→ Managing:

- Team of support staff (Executive Assistants/ Patient Service Associates, and others as necessary) to deliver timely, appropriate and excellent services to our customers
- Total performance of the team of support staff in work activities, including performance appraisals and documentation, performance planning, performance coaching and counseling, and performance improvements, as necessary
- Marketing and business development activities, strategic planning, implementation, analysis, trouble shooting and facilitating departmental operations

- Working closely with relevant colleagues to participate actively in relevant management way projects, Rapid Improvement Events (RIEs), quality projects and initiatives
- Constantly reviewing within assigned areas, systems and process initiatives to achieve safer, better, faster and better care for the customers

MANIPAL HOSPITALS

Jan'15 – Aug'16

Nurse (Occupational Health Center)

Bangalore, India

- Scheduling and managing duty shifts in OHC Units.
- Coordinating emergency transit to hospital
- Maintaining stock for medicines and medical consumables in every clinics.
- Documentation of incidents, review incidents and provide suggestion to hospital management and company management for improvements.
- Representing for hospital management in meetings with company management.
- Periodical Quality checks in every Clinics
- Conducting internal audits in every clinics on time.
- Facilitate with reports and records for external audits.
- Actively participate in safety audits inside factories.
- Educating and counselling factory workers on their health matters.
- Preparing operational budget for each clinic.
- Planning and distribution of resources for each unit.

VEDIC LIFE CARE HOSPITAL

May'13 – Dec'14

Nursing In-Charge

Lagos, Nigeria

- Scheduling duties for nursing staffs and allocating nursing team in different departments.
- Initiated and coordinated the process for Standard Operating Procedure Preparation.
- Regular quality checking
- Active participation with HR Department in nursing staff recruitment process.
- Trouble shooting of issues related to nursing service.
- Planning and conducting medical camps in various location in the city.
- Inventory Management.
- Conducting internal audit in all concerned departments.
- Verifying stock reports in different nursing units.
- Preparing budget for nursing department.
- Distribution and allocation of resources in cost effective manner.
- Verify incident reports, take accurate decision and provide suggestion for improvement.
- Representing hospital in social events and seminars.
- Planning and coordinating training and development of nursing team.
- Active contribution to Management in setting up of new care departments and expansion of care facilities.

PRECEDING ASSIGNMENTS

Ahalia Diabetes Hospital, Palakkad, Kerala as Nursing In-Charge: Oct'11 – Feb'13

Wockhardt Super Specialty Hospital, Nagpur as Nurse - Team Leader: Feb'09 – Aug'10

Ziqitza Healthcare Limited, Cochin, Kerala as Emergency Medical Technician: Mar'08 – Feb'09

ACADEMIC CREDENTIALS

- 2017 MBA in Hospital Management from Bharathiar University, Tamil Nadu
 - 2007 Diploma in General Nursing & Midwifery from Karnataka Nursing Council, Karnataka
 - 2004 Bachelor Degree in Commerce from Mahatma Gandhi University, Kerala
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Date of Birth: 7th January 1982; **Languages Known:** English, Hindi, Malayalam, Kannada and Tamil;

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References: Available on Request