



BHAGYA MERCY JACOB

Vazheparambil House • Kanjirappally• Kottayam 7025464905 bhagyajacobbmj@gmail.com

EDUCATION

BHARATHIYAR UNIVERSITY, COIMBATORE.

Master of Business Administration
Hospital Management

June 2018

MAHATHMA GANDHI UNIVERSITY, KOTTAYAM.

B.com with Computer Applications.
GPA 3.75/4.0

April 2016.

OBJECTIVE:

To obtain a challenging career in a progressive organization where I can acquire relevant knowledge and utilize my potential to contribute my best for maximizing the organization and individual productivity.

EDUCATIONAL PROFILE

Course	College	Board/University	Year of Passing	Aggregate (%)
MBA Hospital Management	Bethel Medical Mission, Bangalore, India	Bharathiyar University, Coimbatore	2018	80 %
Bcom Computer application	St. Antonys college Kanjirappally, Kottayam Kerala	MG University , Kottayam, Kerala	2016	86 %
12th	Govt. VHSS Ponkunnam, Kottayam, Kerala	Board of Higher Secondary Examination.	2013	84%
10th	St. Marys GHSS, Kanjirappally, Kottayam, Kerala	Kerala State	2010	75%

ACADEMIC PROJECT

Micro project:

Title: PLANNING & ORGANISING THE HOUSEKEEPING DEPARTMENT

Description: Housekeeping services has a direct effect on the health, comfort and morale of the patient, staff and visitors, hence is also an important public relations variable, providing a safe, clean, pleasant, orderly and functional environment for both patients and hospital personnel. Housekeeping is a very critical function in hospitals. This issue we bring you a variety of articles which can add values to managing this important aspect within your hospital. The main functions of housekeeping is overall cleanliness, ensuring maintenance of the building and its infrastructure, linen management, waste management, pest control, infection control, safety and security of the patients as well as the infrastructure and interior decoration. All this ensures the ambience promotes a healing environment

Mini Project:

Title: IMPORTANCE OF PATIENT SATISFACTION

Description: Patient satisfaction is a topic that is important both to medical (health) care providers, the

patients (consumers) themselves and other third-party stakeholders in the medical care industry. For health care providers ensuring that consumers are satisfied is a continuous effort. It is therefore critical to them that the true state of consumer satisfaction is known. To achieve this, the health care providers embark on research to feel the pulses of the consumers and discover ways of serving them better.

EXPERIENCE

Sutherland Global Service
Customer Service Executive

Kochi, Kerala
09/2018-01/2019

TECHNICAL SKILLS

Computer Knowledge : Well Versed with MS Office
Good knowledge of Tally
Certification course on Tally Erp 9

STRENGTHS

Sincere and hardworking.
Ability to cope up with different situations
Works well in a team
Honesty
Friendly ,Work ethi and Flexibility.

SKILLS

Exceptional interpersonal and communication skills.
Strong leadership and motivational skills.
Ability to handle pressure.
Ability to handle the team.

PERSONAL PROFILE

Date of Birth : 13th May 1995.
Father's name : V J Jacob
Gender : Female
Languages Known : English, Malayalam, Hindi, Tamil, Kannada
Nationality : Indian

DECLARATION:

I hereby affirm that the information furnished above is true to the best of my knowledge and my belief.

Date: 30.01.2019
Place: :Kanjirappally, Kerala

Bhagya Mercy Jacob