



Dr. ARYA M V

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PERSONAL DETAILS:

Father's Name: Vijayakurup

Date of Birth: 13-10-1982

Marital Status: Married

Languages known: English,
Hindi & Malayalam

CARRER OBJECTIVE:

To pursue a successful and rewarding career in Healthcare where my skills and service can be used to build value for the organization I work for, the patients as well as to the society.

SUMMARY:

Health care professional with Homoeopathic Medical Degree and hospital experience, combined with M.B.A. in Health Care Service and management background. Proven ability to organize a health care facility and gain substantial market share in short period of time. Recognized for ability to work with very diverse clients and staff. Outstanding skills in assessing what is needed, recommending sensible solutions and effectively motivating staff to implement them in a spirit of collaboration.

CARRER PROFILE:

Extensive experience in the Healthcare Sector ranging from clinical care to administrative responsibility.

Self-motivated, efficient, resourceful and reliable under pressure.

Excellent communication and interpersonal skills.

Confident and poised in interactions with individuals at all levels.

Detail oriented and resourceful in the completion of tasks with ability to multi-task effectively.

Demonstrated ability to function effectively as a team player as well as working independently to achieve objectives.

Possess strong problem resolution skills.

Dedicated individual achieving a reputation for consistently going beyond what is required.

EDUCATIONAL

QUALIFICATIONS:

MHSc (Master of Health Science) in Clinical Child Development, Kerala University (2012)

M.B.A. in Health Care Service, Sikkim Manipal University (2011)

D.O.A. (Diploma in Office Automation), C-DIT, Govt. of Kerala (2009)

B.H.M.S (Bachelor of Homoeopathic Medicine and Surgery), M G University (2006)

ISC (2000) and **ICSE** (1998), St. Joseph Public School, Pattanakkad

PROFESSIONAL EXPERIENCE

Asst. General Manager at “Hair O Craft”, a division of Advanced Hair Restoration India Pvt. Ltd., Kochi (Jan 2019 till date)

- Ensure smooth running of the branches.
- Monitor sales closing and undertake local marketing initiatives.
- Co-ordinate with all the Depts. and monitor all the requirements and activities when setting up a new branch.
- Ensure staff discipline, attendance, timings.
- Coordinate with the HR dept. for local recruitment, identify sources and have backups for all positions.
- Ensure that the consultation process is at par with the company standards and according to the set protocol at all the branches.
- Ensure efficient expense management. Track reasons for increase in expenses and take timely corrective measures.
- Ensure that all branches are at par with the set hygiene standards of the company.
- Ensure that Hygiene and sterilizations for Operation Theaters are strictly in accordance with the company standards. Initiated proactive interventions at appropriate occasions.
- Closely monitor the infection control measures in all the centers.
- Ensure that all the branches maintain excellent level of hospitality to all customers.
- Monitor the arrangements for accommodation of doctors coming for training.
- Control and co-ordinate with the managers of each branch for efficient and cost-effective purchase management and controlling wastage of all medical and non-medical items.
- Coordinate with HR dept. to ensure that the staffs of all branches are in meeting the uniform and discipline policies of the company.
- Supervise and audit the billing and payments in co-ordination with the accounts dept.
- Ensure the timely maintenance/services of OT and other equipments/machineries.
- Deal with customer complaints if any and take appropriate corrective measures.
- Ensure that all the necessary licenses and statutory requirements are maintained and renewed periodically in all the centers.
- Ensure that customer feedback systems are properly maintained in all the centers

Center Manager at “Hair O Craft”, a division of Advanced Hair Restoration India Pvt. Ltd., Kochi (April 2017 to Jan 2019)

- Managing clinical and non-clinical staff, their selection, appraisal and development, and monitor their attendance and timings.
- Managing premises, cleaning and security often via sub-contractors.
- Purchasing equipments and supplies and organizing stores
- To ensure timely entry of data in the software and monitor the same Work with software vendor to implement changes/improvements

References:

Can be provided upon request

- To ensure cleanliness, hygiene and maintenance of center.
- Ensuring that all documentation of patient like consent form, post operative report etc. is updated on a daily basis
- To assist in the recruitment of new center staff, conduct preliminary technical interviews of candidates in case of vacancy and forward approval to management.
- To ensure implementation of HR policies in accordance with company policies
- To monitor complaints, closely work with doctors and management to resolve such complaints.
- Special focus on service delivery, customer care, satisfaction, delight and feedback.

Manager Operations at “The Touch Aesthetic Medical Center”, a division of Radiant Health Care, Kochi (April 2015 to April 2017)

- Managed day-to-day activities: establishing priorities, monitoring supervisors, troubleshooting in Dental & Dermatology Department.
- Motivated staff by providing environment conducive to open communication and opportunities for professional development.
- Conducted brainstorming sessions to develop solutions for improving patient services.
- Welcomed constructive criticism from patients and employees for system improvements.
- Managing International Customer Relations (Mainly Arabic Clients)
- Effectively managed customer complaints.
- Looking after the Liscencing requirements of the Center
- Monitoring the Purchasing and Accounts Departments

Medical Administrator of ARTH under Mariyam Charitable Trust of BCG HealthCare (July 2011 to July 2014).

- Actively involved in all phases of setting up a private health facility.
- Managing a group of around 10 Doctors and around 25 staff
- Asigning duty rosters and making payrolls.
- Managing purchase requirements and monitoring vendor payments.

DECLARATION:

I do hereby declare that all the above mentioned details are true and correct to the best of my knowledge and belief.

Dated this the 7th of August 2019

Arya M V