

JIBY JACOB

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SUMMARY

Ambitious Healthcare Skillful Administrative Professional with strong interpersonal, communication and problem solving skills with compassionate on quality healthcare service with three year nine months experience as Administrative and Quality Professional in healthcare with nursing knowledge

CORE COMPETENCIES

Operations/ Quality/ Administration Management:

- Promoting quality achievement and performance improvement across the organisation.
- Coordinates in preparation, documentation and procedures of ISO certification programs
- Conducting training sessions to employees as part of several Quality Assurance programs
- Maintaining a constant awareness of the business context and company profitability.
- Handling day to day operations of the DGM's office
- Preparing periodic reports to corporate office for company board and family board meetings.
- Assisted in financial and commercial due diligence processes
- Inspect, analyse and compare the statistical data of the organisation
- Identify trends and patterns in patient statistics of the organisation
- Preparing department wise performance analysis of the Hospital and Diagnostics
- Analyse and prepare reports based on surveys or studies of various departments
- Assisting and associating in conducting costing and auditing of various departments
- Conducting the quality rounds and internal quality audit with Quality Team.
- Pinpointing relevant quality-related training needs.
- Preparing Divisions performance indicators and reports based on its analysis
- Analyse and prepare reports based on patient satisfaction and service quality surveys / studies to ensure esteemed customer service standard across the Centres, towards making the Centres more patient friendly, safe and effective environment.

PERSONAL DETAILS

Address: Mukulam plavil,Babu Sadanam,
Pannivizha, Adoor P.O
Pathanamthitta Dist
Kerala

Date of Birth: 27/03/1985

Nationality: Indian

Gender: Female

Marital Status: Single

WORKING EXPERIENCE**Admin Executive and Quality coordinator**

Muthoot Healthcare, Kozhencherry, Kerala

Nov 2015 – Aug 2019

Assistant Lecturer

Sneha College Of Nursing

Nov 2009 - Feb 2012

Staff Nurse

Fabiani & Budharani Heart Institute

April 2008 – May 2009

EDUCATION**MBA (Healthcare Services)**

2015

Muthoot College of Allied Health Sciences and Management Studies, Kerala

Bsc Nursing

Sreedevi College Of Nursing, Karnataka

2007

Plus Two

Govt.Boys Higher Secondary School,Adoor, Kerala

2003

SSLC

Holy Angels English Medium High School, Adoor, Kerala

2001

COMPUTER SKILLS & OTHER TECHNICAL TRAINING

- Microsoft Office
 - Word & Excel
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ACHIEVEMENTS

- Co-ordinated a management fest under the Muthoot College of Allied Health Information Management Association (MAHIMA), comprising seminars on Quality Assurance in Healthcare, Service Marketing, Share market, Quiz and Management Games.
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REFERENCES

Mr. Anoop Mathew Varghese,
DGM – Business Operations
Muthoot Health Plus
Mob: + 91 9497229097

Mr. Joseph.K. Thomas
HR & Admin Manager
Muthoot Health Plus
Mob: + 91 8086556969

DECLARATION

I hereby declare that all the information stated above is true to the best of my knowledge and belief.

Jiby Jacob