



ANUJA A. GEORGE

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CAREER PROFILE

EDUCATION

OBJECTIVE

Seeking a position in a professional organization where I can contribute and assist the working team in achieving goals and continuous growth, using my extensive knowledge and successful experience.

- Creative with effective organizational abilities and interpersonal skills.
- Strong planning, coordinating and problem solving abilities.
- 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.

- A Bachelor's Degree in Computer Application (1997 – 2000) from Mahatma Gandhi University, Kerala, India.

- Diploma in Web Designing from Software Solutions Integrated Ltd., India.

SKILLS

Administrative Skills

- Excellent communication skills both written and verbal.
- Ability to communicate effectively and professionally with Government Officials / Special Guests / Visitors / Patients and external contacts to the Hospital.
- Excellent computer skills to include Microsoft Office (Word, Excel, PowerPoint), Microsoft Outlook, Adobe Photoshop, Windows Movie Maker, Time Attendance Application System and Hospital Management Information System.

Business Skills

- Excellent listening skills.
- Exceptional follow-up abilities.
- Ability to quickly evaluate alternatives and decide on a plan of action.
- Think creatively.
- Basic knowledge of meeting and event planning.
- Good knowledge of general office procedures.
- Balance the needs of the organization.

EXPERIENCE SUMMARY

AS ASSISTANT TO CEO

*WELCARE HOSPITAL,
KOCHI*

AUG 2019 - TILL DATE

- Provide operational support to the CEO and COO.
- Assist with coordination of upcoming project (new hospital) headed by the CEO & the administrative team.
- Provide induction on the hospital and its facilities, for new joiners.
- Preparation of surgery packages and rate fixation for services and procedures.
- Preparation of HR Policies and Procedures
- Preparation of Service Rules.
- Preparation of Doctors agreements.
- Track staffing requirements, hiring new employees as needed
- Organize department meetings, draft correspondence, report preparation, and completion of special projects to maintain an efficient operation and provide superior service to the patients.
- Acts as a direct liaison and maintain open lines of communication with Doctors and Department Heads.
- Performs special and confidential assignments as directed by the CEO.
- Present a professional image at all times.

Additional Operational Responsibilities

- May oversee the work of others as instructed by the CEO.
- Prepare monthly evaluations (Department wise & Doctor Wise) as per the requirement of COO.
- Coordinating with the IT department in the software implementation process.
- Supervision and coordination of the ER Department as directed by CEO.
- Act as a mediator between doctors, staff and patients.
- Make sure that medical record entries are made by the reception staff when a patient enters the ER.
- Provide detailed information and explanations to patients where a surgical procedure is necessary including risks, procedure, etc.
- To follow up referrals and doctor's visits to the ER Department on emergency basis.
- To follow up with outside referrals coming to the ER and make sure that their treatment summary is received prior to their arrival and is handed over to the concerned doctors.
- To inform the admission counter about admissions to the IP Department from the ER.
- Provide operational support for the Hospital Administrator, including filing, maintenance of calendars.
- Organize department meetings, draft correspondence, report preparation and completion of special projects to maintain an efficient operation and provide superior service to the patients.
- Assumes responsibility for computer input of information and updates regarding, the hospital and related functions, SOPs and Hospital Standards using databases and internet site
- Prepare written communications including reports, correspondence, forms, and procedures. Write letters, agendas, prepare e-mails, generate meeting minutes and produce materials needed by the Administration Department.
- Assist with coordination of multiple projects headed by the administrative department that vary in nature.
- Prepares weekly one-on-one meetings with the Administrator, consolidates and reviews all documentation prior to meetings.

***AS ADMINISTRATIVE/
PERSONAL SECRETARY TO
THE HOSPITAL
ADMINISTRATOR***

***PUSHPAGIRI MEDICAL
COLLEGE HOSPITAL,
THIRUVALLA***

SEP 2011 - NOV 2018

- Handles telephone calls from both external and internal sources.
- Handles set up for the Administrative Department. Compiles agenda and generates meeting minutes.
- Acts as a direct liaison and maintain open lines of communication with Department Heads.
- Communicates any variances on SOPs and Company Standards to Department Heads.
- Present a professional image at all times.

Other Functions

- Assist in planning and executing events for the Hospital. Coordinate services for events, such as accommodation and transportation for participants, facilities, catering and special needs requirements. Arrange the audio-visual equipment and other event needs. Maintain record of event aspects, including financial details.
- Ability to work long hours, including weekends, when needed.
- Performs special and confidential assignments as directed by the Administrator.
- Maintain record of validity of all signed MOUs by the Hospital with the Government of Kerala State and other private firms and inform the Director one month in advance for renewal.
- Schedule and confirm appointments for clients, customers, or supervisors.
- Daily briefing of previous day activities and activities to be dealt on the day.
- Prepare slides in Power Point for his various meetings and conferences.
- May oversee the work of others as instructed by the Administrator.
- To maintain a proper order of the papers required to be dealt with by him and to bring to his notice, the papers/cases which require immediate attention.
- Patient guiding and grievance handling in various situations.
- Crisis management in certain situations.
- Maintain confidentiality and secrecy.

***AS PERSONAL SECRETARY
TO PADMASHRI
DR. M. KRISHNAN NAIR***

***Founder of Regional Cancer
Centre Trivandrum***

***SUT ROYAL HOSPITAL,
TRIVANDRUM***

JUNE 2010 – JAN2011

***AS ADMINISTRATIVE
SECRETARY***

***AL ZUHAIR MEDICAL
CENTRE, SALMIYA, KUWAIT***

JAN 2005 – MAY 2010

- Handle incoming mail and other material.
- Conduct searches to find needed information, using such sources as the Internet.
- Type and take dictation accurately.
- Answer phone and take messages.
- Set appointments and keep schedule for him.
- Prepare Power Point presentations for his various meetings and conferences.
- To maintain a list of people (with their mobile, official as well as residential telephones and email as well as postal addresses) with whom he is likely to have official dealings.
- To keep an accurate list of engagements, conferences, etc. and remind him in time and to make available to him all the necessary papers for such engagements/ conferences.
- To maintain a proper order of the papers required to be dealt with by him and to bring to his notice, the papers/cases which require immediate attention.
- To perform such other duties as may be assigned by him.
- Set up and maintain filing systems.
- Maintain confidentiality and secrecy.
- Staff recruitment.
- Follow up attendance and sick leaves on daily basis to avoid any shortage in staff and provide the HR with their schedules.
- Keep all branch license including practice licenses for doctors and nurses valid and inform the HR 3 months in advance for renewal.
- Clarify any questions or information about the salaries, leave pay or working days for the employees.
- Maintain Director's calendar.
- Schedule and confirm appointments for clients, supervisors or other staff.
- Conduct searches to find needed information, using such sources as the Internet.

SECRETARY

**HUSSAIN JOWHAR,
SHUWAIKH, KUWAIT**

**MAR 2002– DEC 2002
(TRAINING PERIOD)**

- Handle incoming mail and other material.
- Set up and maintain filing systems.
- Perform any duties as may be assigned by the Director.
- Prepare and manage correspondence and documents
- Design advertisements for the center.
- Answer phone and take messages.

- Prepare quotations
- Bank Correspondence.
- Filing
- Stock inventory

LANGUAGES KNOWN

English – Reading & Writing (Fluent)
Malayalam - Reading & Writing (Fluent)
Arabic - Reading (Little)

Reference: Mr. Saju Jacob
Chief Operating Officer
Welcare Hospital

Mob: 9778115052

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