

MARIYAM SHAMNAZ

OBJECTIVE

To secure a responsible career opportunity in NABH accredited hospital to fully exploit my skills to ensure quality care for all patients.

CORE COMPETENCIES

Soft skills

- Adaptability
- Conflict Resolution
- Communication
- Team work
- Leadership

Hard skills

- Quality Assurance and Control
- Data Analysis
- MS Office, Excel and Power Point Tool

CERTIFICATION

- IASSC certified lean six sigma black belt
- RAQM**- Recent Advances In Quality Management- NABH standards for Hospital 5th Edition.
- Presented a paper entitled 'A Study to Inspect The Fire Safety Conditions of A Tertiary Care Hospital' at MANECMA-2021-A National Conference on Resilience.

PERSONAL DETAILS

D.O.B: 3 January, 1998

Languages Known: English, Malayalam, Hindi

Hobbies and Interest: Reading books, Travelling

CONTACT DETAILS

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REFERENCES

Dr. Niddhi Shah
Quality Manager and Patient safety officer
A.J Hospital and Research centre, Mangalore
sniddhi01@gmail.com

AREAS OF EXPERTISE

Operations executive (Dialysis department, CCU and Cath Lab in a multi specialty hospital)

- Strategically coordinated operations according to objectives and capabilities, and worked with teams, departments, technology and processes to align systems to targets.
- Efficiently and effectively involved and solved problems that impacted patient satisfaction.
- Carried out various audits, prepared flowcharts, and reports in A.J Hospital & Research Center (NABH), Mangalore.
- Posted as Manager on Duty (MOD) in A.J Hospital & Research Centre (NABH), Mangalore.

Student Intern- Quality Assurance Department Internship at A.J Hospital and Research Center

- Auditing, Assessment of activities, Document review, Deficiency Identification, developed feedback form in Oncology department and conducted Audit on TAT for Pet Ct Patients.

- Exposed to 6 months of HOSPITAL POSTING at K.S Hegde Medical Academy NITTE.

PROJECT DETAILS

- Analysis and utilization of electronic medical record in a multi specialty hospital
- Hotel cooperates revenue decline as a part of lean six sigma black belt
- bank call centre as a part of lean six sigma green belt
- Increasing hospital POS collection as a part of lean six sigma green belt

ACADEMIC BACKGROUND

2021- Masters in Hospital Administration

A.J Institute Of Hospital Management Mangalore, Rajiv Gandhi University of Health Sciences

2019- Bsc. biomedical science

Nitte Deemed to be University Mangalore

2016- 12th grade

Yenepoya Pre-University college, Karnataka Board, Mangalore

2014- 10th grade

Kunil education trust school, CBSE Board Muttam, Kasaragod