

Joel V Shaju

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Kerala State, India, Pin:685619



Healthcare Experience - 7 Year

Skills:

Deputy Manager -Operations

Experience in Operations as Deputy Manager in Sahani Hospital (A Unit of Palakkad Institute of Medical Sciences).Managing P & L of the hospital with HR Management ,IP & OP Patient care management, Pharmacy Management, Public Relation, managing Clinical & non clinical services. Achieved 200% growth in topline revenue in the first month of ownership.

Sr Executive -Operations

Experience in Operations as Sr Executive in Aritis Institute Of Medical Science. Looking after operation management of entire hospital for smooth functioning. Actively involved in the hospital operations as Manager On duty. Taking care of revenue oriented operations to prevent revenue leakage and also headed Patient care service and Inpatient Billing.

Key Responsibilities:

- To look after the entire Operations of the hospital which includes Inpatient and Outpatient services.
- Controlling cost and improving quality of services.
- Revenue oriented operations which include Inpatient Billing audit.
- To look after Financial Counselling team as team leader.
- Proper manpower utilization.
- Manager On Duty

Executive -Business Development:

Experience in Business Development as Executive in Aster Medcity and has tied up more than 60 corporates. Conducted 45 health awareness program (health talk and health camps) in corporate which boosted the business. Consistently achieving more than 95% of target every month.

Key Responsibilities:

- To look after the business of direct corporate and corporate insurance in Cochin, Kerala
- Conduct health awareness program in various companies
- Making appointments to see existing and potential clients
- Establishing new business
- Negotiating contracts and packages
- Aiming to achieve monthly and annual targets

Inpatient Coordinator-Operations

Worked in Aster CMI hospital Bangalore as Inpatient Coordinator-Operations. Looking after operation management of all ICUs (8 ICUs) for the smooth functioning. Coordinated the bed management of 107 beds, actively involved in the hospital management as Manager On duty and acts as a mediator for the patient relatives and healthcare workers by coordinating financial and clinical counselling.

Key Responsibilities:

- Directing and coordinating with all departments to provide best health care service in the organization

- Ensure smooth functioning of hospital as per the laid down protocols to provide quality patient care with optimum utilization of resources
- Coordinating between various departments, doctors, nurses, and other health care personals in the hospital to provide better care to patients
- Making sure that all the grievances of the patients are smoothly handled and one point of contact between patient attenders and hospital
- Ensuring smooth admission and discharge process
- Ensuring smooth functioning of the intensive care and floor

Work Experience:

SI No	Organization	From	To	Designation
1	Sahani Hospital(Palakkad Institute Of Med Science)	Oct-21	Till Date	Deputy Manager
2	Avitis Institute Of Medical Sciences	Apr-20	Oct-21	Sr Executive
3	Aster DM Healthcare	Dec-15	Apr-20	Executive
4	Kulathoor Dental Hospital	Feb-14	Jan-15	Office Secretary

Educational Qualification:

SI No	Educational Qualification	Organization	Year
1	SSLC	Christu Jyothi Public School	2008
2	Higher Secondary Examination	Don Bosco HSS	2010
3	BA In Travel & Tourism	Bangalore University	2014
4	Diploma In Hospitality ,Travel & customer service	Frankfinn Institute	2015
5	Diploma In office automation	Govt of Kerala	2014
6	Masters In Hospital Administration	Symbiosis University	Pursuing

Other Personal Information:

- **Passport Details**
 - Passport Number: L8465032
 - Date of issue :03/04/2014
 - Date of expiry:02/14/2024
- **Languages Known:** English, Malayalam, Hindi, Tamil, Kannada

Declaration

I Joel V Shaju hereby declare that the above-mentioned information is true to my knowledge.

Yours Faithfully,
Joel V Shaju