

COVER PAGE

Dear sir/Madam,

In today's health impacted, information society, timely, friendly, proactive service is sought to enhance future business growth.

Hospitals sector are impacted when you employ the service professional to represent you when assisting your valued customers.

My experience in the hospital sector has taught me how to meet and exceed each customer's expectations with service. I realize that acquiring and maintaining loyal repeat business as well as spreading the word of your business through these loyal patrons is one of the utmost importances in the company for better exposure and greater perfection is a task that I have performed with success many times.

I am an excellent learner, who achieves ongoing success with my team building morale, maintaining team's self-confidence and working with them to build the overall success.

I enjoyed the challenges of meeting the requirements to the highest possible standards.

I look forward hearing from you soon.

Thanks and regards,

**Naveen Sreenath,
+91 7907304009.**

NAVEEN SREENATH
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Email: sanjurabi@gmail.com
Palakkad



Seeking managerial level assignments in hospital sector, information technology sector, procurement, marketing, customer relationship, customer care as well in tourism sector with a high growth oriented organization.

SYNOPSIS

Presently associated with DAR ALSHIFA INTERNATIONAL HOSPITAL KUWAIT

**Over Ten years of rich experience in the areas like hospital, procurement, Marketing, Customer care Management, Presently associated with KAIRALI AYURVEDICHEALING VILLAGE
(BRANCHES: kairali ayurvedic products pvt ltd kerala and tamil naidu)**

**DOMESTICBRANCHES: newdelhi, Mumbai,Hyderabad,dimapur,siliguri,Raipur,gurgaon,sohna,Varanasi)
INTERNATIONAL BRANCHES : Tokyo and yokohama – JAPAN, Byblos – LEBANON,dubai and abudhabi DUBAI st.pheonix – MAURITIUS , czorsztyń – POLAND,Riyadh – SAUDI ARABIA, peatling jaya–MALAYASIA,Stamford-USA(PURCHASE MANAGER).**

Well versed and a keen analyst to treat customers in a luxurious way with exceptional negotiation and relationship management skills and abilities in liaising with customers.

PROFESSIONAL EXPERIENCE

**DISCHARGE CLERK ADMINISTRATOR
DAR ALSHIFA INTERNTIONAL HOSPITAL, KUWAIT
27TH MAY 2019 TO 14TH APRIL 2021**

- In 1963, Dar Al Shifa Hospital (DASH) was established as the first private hospital in the State of Kuwait. Originally, it was a maternity hospital located in Sharq, Kuwait city. Since that time, the hospital became a leading health care organization in the region.**

- In 2004 Dar Al Shifa Hospital established an affiliation with CARE-Fertility Unit, a leading independent fertility specialist in the UK. The hospital is distinguished by being the first and sole representative for CARE-Fertility's in -vitro fertilization (IVF) unit in the Gulf Region and the Middle East. In 2007, Dar Al Shifa Hospital became the first hospital in Middle East to receive accreditation by the (CCHSA), and it continuously introduces healthcare services as well as the latest medical equipment.
- Specialties - Healthcare - Anesthesia & Intensive care, Cardiology, Dermatology & Cosmetics, Ear, Nose & Throat (ENT), Obstetrics & Gynecology, Reproductive Medicine, Pediatrics, Plastic surgery, Urology & Male Reproduction, Ophthalmology, and Pain Management

Roles and Responsibilities

- Updating all the inpatient files and bills on daily basis as per the completed procedures on SAP
- Claiming all the insurance files of patients
- Follow up with the insurance companies about inpatient limits
- Informing billing amount on daily basis to patients
- Final billing
- Cash handling
- Recording patient complaints
- Maintaining good relationship with patient and bystander's

**PURCHASE MANAGER (KAIRALI AYURVEDIC HEALING VILLAGE HOSPITAL)
(AYURVEDIC HOSPITAL)
(PALAKKAD, KERALA)
15th OCTOBER 2015 TO 7TH MARCH 2018)**

- Kairali group claims to be the leading center for health and beauty in all of India and these claims are not put forth just to amuse someone. Kairali has a multitude of awards to attest to the validity of these claims. Some of these awards from our vast collection are mentioned here.
- The biggest award that we have in our collection is something that people only dream of receiving. Touted as the "Oscar" among all Travel Awards, Kairali won the World Travel Awards 2015 for being "India's leading spa resort." The award ceremony was held at the Inter Continental, Grand Stanford, Hong Kong on 29th of October, 2015. The award was given in the acknowledgement of our dedication towards creating a perfect atmosphere for a spa resort which is a fair reflection of our work. We outshone many big names from India such as The Taj and Oberoi which clearly testifies to the level of our determination.
- The Indian Health and Wellness Summit Awards 2015 presented Kairali with the AYUSH Brand of the year 2015 on 10th of September 2015. Recognizing the dedication of Kairali in imagining and working towards the goal of a healthy,

Beautiful India with the help of Ayurveda, the judging panel saw it fit to give this prestigious award to us.

- Another feather in our cap belongs to the Indian Salon and Wellness Awards 2015 where we won the prestigious accolade of "Best Destination Spa." After going through a rigorous round of screening and a subsequent round of assessment by a jury that consisted of industry stalwarts, not to forget unannounced visits to shortlisted centers, the jury deemed Kairali the fittest to receive the awards.
- The Brands Academy awarded Kairali with the "Hospitality Excellence Award" in 2014 for being the best in the segment of cordiality and customer satisfaction. Given the numbers of people that we host and keep happy, the award was not unexpected.
- Another one of the biggies was the "Best Ayurvedic Centre" award by Safari India in 2013. Safari India is a prestigious regional travel magazine that is recognized by the Pacific Area Travel Writers Association (PATWA) and covers business and leisure travel environment in the Indian Subcontinent. With this award, Kairali set anew precedence for governance quality in the field of destinations and healthy tourism.

Roles and Responsibilities

- Forecast levels of demand for services and products.
- All hospital goods purchases
- All medicine purchases
- Keep a constant check on stock levels.
- Conduct research to ascertain the best products and suppliers in terms of best value, delivery schedules and quality.
- Liaise between suppliers, manufacturers, relevant internal departments and customers.
- Build and maintain good relationships with new and existing suppliers.
- Negotiate and agree contracts, monitoring the quality of service provided.
- Process payments and invoices.
- Keep contract files and use them as reference for the future.
- Forecast price trends and their impact on future activities.
- Give presentations about market analysis and possible growth.
- Develop a purchasing strategy.
- Produce reports and statistics using computer software.
- Evaluate bids and make recommendations, based on commercial and technical factors.
- Ensure suppliers are aware of business objectives.
- Attend meetings and trade conferences.
- Train and supervise the work of other members of staff.

**PURCHASE MANAGER (BEST SMELTERS (NEW INDUSTRIAL, KANJIKKODE, PALAKKAD, KERALA
(OCTOBER 1ST 2014 2014 –SEPTEMBER 8TH 2015)**

Key Responsibilities:

- **Maintain records of goods ordered and received.**
- **Locate vendors of materials, equipment or supplies, and interview them in order to determine product availability and terms of sales.**
- **Prepare and process requisitions and purchase orders for supplies and equipment.**
- **Control purchasing department budgets.**
- **Interview and hire staff, and oversee staff training.**
- **Review purchase order claims and contracts for conformance to company policy.**
- **Analyze market and delivery systems in order to assess present and future material availability.**
- **Develop and implement purchasing and contract management instructions, policies, and procedures.**
- **Participate in the development of specifications for equipment, products or substitute materials.**
- **Resolve vendor or contractor grievances, and claims against suppliers.**
- **Represent companies in negotiating contracts and formulating policies with suppliers.**
- **Review, evaluate, and approve specifications for issuing and awarding bids.**
- **Direct and coordinate activities of personnel engaged in buying, selling, and distributing materials, equipment, machinery, and supplies.**
- **Prepare bid awards requiring board approval.**
- **Prepare reports regarding market conditions and merchandise costs.**
- **Administer on-line purchasing systems.**
- **Arrange for disposal of surplus materials.**

**COMMANDER SHIP REPAIR AND MARINE ENGINEERING SERVICES (HANDLING ALL COMPANIES PURCHASE DEPARTEMENT) PURCHASE MANAGER/SALESCO-ORDINATOR SINCE 19TH 2010 JUNE TO 2014 JUNE 10TH)(Partly worked as public relation officer)
(UNITED ARAB EMIRATES, SHARJAH)**

Key Responsibilities:

Whether purchasing goods for use or resale, procurement/purchasing managers play an important role in an organization. A procurement manager plans and coordinates the work of buyers and purchasing agents. He ensures that his organization secures the best deals for products and services it purchases.

- **Getting goods and services for the best price and value**
- **Cutting any waste and unnecessary costs to create a streamlined process and fast production times**
- **Working with suppliers to ensure that key processes are running efficiently and cost-effectively**
- **Building strong working relationships both internally and with key suppliers**

- **Contract management and negotiation**
- **Understanding and keeping up with new trends and regulations in the business**
- **Dealing with international suppliers**
- **Understanding technology and managing online systems**
- **Participates in unit meetings, in-service training, workshops, etc. for the purpose of conveying and/or gathering information required to perform job functions.**
- **Supervises assigned staff (e.g. employee concerns/problems, directing work, training, disciplining, performance appraisals, etc.)for the purpose of ensuring work assignments are complete and within department objectives.**
- **Evaluate suppliers based on price, quality, and delivery speed**
- **Interview vendors and visit suppliers' plants and distribution centers to examine and learn about products, services, and prices**
- **Attend meetings, trade shows, and conferences to learn about new industry trends and make contacts with suppliers**
- **Analyze price proposals, financial reports, and other information to determine reasonable prices**
- **Negotiate contracts on behalf of their organization**
- **Work out policies with suppliers, such as when products will be delivered**
- **Meet with staff and vendors to discuss defective or unacceptable goods or services and determine corrective action**
- **Maintain and review records of items bought, costs, deliveries, product performance, and inventories.**

**SUTHERLAND GLOBAL SERVICES, CHENNAI
TECH SUPPORT OFICER FOR NORTON ANTI VIRUES
AMERICAN PROCESS
VOICE AND NON VOICE**

- **Helping customers installing the anti-virus.**
- **Trouble shooting pc.**
- **Clarifying customers' queries.**
- **Helping in scanning customer's pc to protect their infected pc.**

**ALLSEC TECHNOLOGIES LTD, CHENNAI
AMERICAN VOICE PROCESS
HSBC CREDIT CARD**

- **Selling HSBC credit card for American citizens**
- **Selling various protection plans for card holders**
- **Retaining card holders with the bank**
- **Clarifying customer queries regarding their cards**

**AREAS OF EXPERTISE (COCHIN INTERNATIONAL AIRPORT, AIR INDIA)
(2006 during Internship)**

Customer Relationship

- **Supervising and controlling the passengers at COCHIN INTERNATIONAL AIRPORT (CIAL).s**
- **Handling and maintaining various types of passenger's issues.**
- **Checking the transit flight passengers**
- **Checking passengers boarding passes at TANGO 3.**
- **Carrying security removal items and handing it over to the captain of the flight.**

ACADEMIC CREDENTIALS

- **Garden city college, Bangalore, Karnataka (POST GRADUATION,(MTA)MASTER OF TOURISM ADMINISTRATION) (2005 to 2007).**
- **Sree narayana guru college, Coimbatore, Tamil Naidu (GRADUATION, BSC COMPUTERSCIENCE) (2002 to 2005).**
- **Gvhss school kanjikode, Palakkad, Kerala (PLUS TWO, SCIENCE GROUP)(2000 to 2002).**
- **Bharathamatha School, Palakkad, Kerala (SSLC).**

IT SKILL

- **Frequent user of internet and all operating system even the latest Mac book by apple.**
- **C++, c, java,fortran,cobol,linux,basic,logo,foxpro.**
- **Have good knowledge in hardware repairing and installing in laptops and table tops.**

PERSONNEL VITAE

- **Married. Indian by nationality.**
- **38 years old, born on 15th August 1984.**
- **A confident and disciplined personality.**
- **Able to read & write English, Hindi, Malayalam, Tamil.**
- **Able to speak American English, Indian English, Hindi, Malayalam, Tamil.**
- **Hold Valid Passport No.R734 09 63.**

FUTURE GOALS

- **To achieve new ideas in Procurement sector's information technology, customer care relation, retail marketing sector, sales and marketing.**

STRENGTHS

- **Enjoy working in a target oriented sector.**
- **I am confident & hardworking.**
- **A meticulous & organized work style.**
- **Enjoy the "busy" ness & have the ability to work under pressure.**
- **Good communication, interpersonal and social skill.**

I ASSURE THAT

A strong will power, optimism, hard work & sincerity coupled with confidence and pleasant personality pays.....*Always!!*

Date:

Yours truly

Place: PALAKKAD

NAVEEN SREENATH

