

SIVA BALAN KARUPPIAH



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Leelabai worlikar House,
Near Ganesh Karthik Krida Mandal,
Worli Village,Mumbai,Maharashtra-400030.
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sbshiva16993@gmail.com

OBJECTIVE

Dynamic, self-motivated, goal-oriented professional, excel in team collaboration and having the ability to follow through with projects. Committed to pursuing a career where I can further develop my knowledge.

EDUCATION

Periyar Maniammai University

2015

Undergraduate in Computer Science and Engineering, 7.46 CGPA

Chendhuran Polytechnic College

2012

Diploma in Computer Engineering, 70.54%

APSA Matric.Hr. Sec. School

2009

SSLC, 60%

EXPERIENCE

Senior Manager/NABH Quality Manager |Sri Durga Surgical Clinic and Research Centre 26 August 2021–Till Date

- ✚ Good Experience in NABH and JCI standards and other clinical accreditation Program.
- ✚ Direct, administer, and coordinate internal operational activities of the hospital in accordance with the assigned policies, goals, objectives and Polices set by hospital.
- ✚ Look after the day-to-day operations of the hospital and carry out tasks assigned by the Management.
- ✚ General Administration & Operations in all the hospital activities including the maintenance job.
- ✚ Responsible for the medically related aspects of the hospital, viz. Consultants, Medical Officers, ICU, Emergency and Medical Record, Bio Medical waste management ,Ambulance, IPD, OPD, OT, Lab, Pharmacy, Blood Bank.,

- ✦ Interact with patients & addressing their requests/ issues and provide the highest quality of safe patient care.
- ✦ Ensure smooth operations and management of the patient services, systems and administrative needs with end to end closures of all the day to-day medical operational issues in co-ordination with the other services as applicable for the departments
- ✦ Maintain quality control of entire clinical operations right from Patient admission to discharge. i.e Entire Patient Life cycle.
- ✦ Responsible for Medical staff - Take care of the personnel requirements of the departments with regards to staff selection, development, deployment,-(Roster making for the team and ensuring that staff requirements are met round the clock.) performance review, absence management, disciplinary and grievance procedures
- ✦ Key member for formulation of Internal and External short term/ long term strategic plans to enhance operations.
- ✦ Conceptualize and implementation of regulations to maintain good medical services of the hospital
- ✦ Ensure proper Implementation of NABH SoPs, Protocols, Adherence to Customer Centricity management SOP and quality assurance.
- ✦ Develop and conduct hospitals internal quality audit program / Quality Calendar and assess improvement initiatives resulting from all Quality Audits
- ✦ Establish and administer policies, develop procedures for quality assurance, patient services, medical treatments, department activities and public relations outreach and ensure they are uniformly understood and followed
- ✦ Conduct, monitor projects for improving in area like quality of service, infection control and patient care.
- ✦ Supervise and Coordinating - Committee meetings, Facility Management Rounds, Mock Drills & with external service providers
- ✦ Support in Preparing annual budget and ensuring that the budget is not exceeded
- ✦ Initiative in cost cutting/ saving in various areas.
- ✦ Review contracts and agreements.
- ✦ Coordinate and support in organizing corporate camp and other events for marketing activities at the branch.
- ✦ Responsible for IT inputs on HMS software, user rights and responsibilities etc.
- ✦ Prepare MIS for the Hospital and submitting to the TOP management / Preparation of various dashboards.

Administrative Officer/NABH Quality Manager | Sri Durga Surgical Clinic and Research Centre 01 February 2017 – 25 August 2021

- ✦ Supervise daily administrative operations
- ✦ Monitor expenses and suggest cost-effective alternatives
- ✦ Develop and implement effective policies for all operational procedures
- ✦ Prepare work schedules
- ✦ Maintain organized medical and employee records
- ✦ Monitor administrative staff's performance
- ✦ Train new employees
- ✦ Answer queries from doctors, nurses and healthcare staff
- ✦ Resolve potential issues with patients
- ✦ Stay up-to-date with healthcare regulations

- ✚ Chief editor of monthly & Annual magazine
- ✚ Provide technical assistance to applicants and member institutions on matters related to NABH standards, policies and procedures
- ✚ Maintain and update the NABH website, utilize and refine the NABH database, and assist in the development of the web-based Accreditation Management System
- ✚ Ensuring good quality non-clinical services like infection prevention, security, diet etc.,
- ✚ Ensuring clean surroundings, OPD Areas, Wards, Labour Room, OT and Patient amenities and outsourced services
- ✚ Periodical assessment of hospitals on quality check list and arrive at a score for the facility
- ✚ Identification of gaps, develop action plan under the guidance of in-charge of the hospital and monitor compliance
- ✚ Ensuring that the hospital meets all regulatory compliances such as PCB,BMW, Blood Bank/Storage license, AREB regulations, etc.,
- ✚ Keep a record of non-functional equipments and time line for its repair along with AMC for all equipments
- ✚ Planning and work-out modalities towards upliftment, preventive maintenance of equipments and vehicles and modernization of hospital
- ✚ To institute and effective grievance redressal system both for employees and the patients
- ✚ Strengthen of District Hospital MIS, KPI and report actions taken
- ✚ Auditing the IP case sheets once in a week regards NABH.
- ✚ Currently having experience of uploads the daily details of COVID19 cases and capable to attend the meeting held by the health secretaries.
- ✚ In my contribution I got NABH accreditation twice for this hospital.

Technical Support Engineer | Newcom Computer Systems LLC 31 October 2016 - 19 January 2017

- ✚ Monitoring & Maintaining LAN & WAN Connectivity.
- ✚ Installing & Upgrading of Hardware and Software.
- ✚ Handling all the Complaints and Enquiries of the Customers.
- ✚ Installing & Upgrading of Hardware and Software.
- ✚ Maintains record of equipment as well as users assigned to the access control system.
- ✚ Creates, modifies, and deletes system end users accounts and conducts password maintenance as directed.
- ✚ Receives daily requests for Access Control System additions/deletions/changes. Completes requests, replies with confirmations, and retains record of access requests.

Help Desk Support Engineer | Silicon Software Services 06 July 2015 - 10 August 2016

- ✚ Implementing, Troubleshooting and Administrating of all Network Equipment's in Wired LAN & Wireless LAN (802.11 b/g).
- ✚ Monitoring & Maintaining LAN & WAN Connectivity.
- ✚ Configuring & Maintaining of Cisco Routers.
- ✚ Configuring & Maintaining of Cisco Switches.
- ✚ Configuring of Access List on Cisco Routers.
- ✚ Implementing Port Based VLAN Configuration on Cisco Switches.
- ✚ VPN Connection Troubleshooting.

- + Calls Updating in Centralized Service Desk & Network Monitoring using NMS Tools.
- + Handling all the Complaints and Enquiries of the Customers.
- + Site Surveys & Provide 24 X 7 Technical Supports to the Customers.
- + Problem Resolution through Remote, Phone & Direct Visit.
- + Maintaining and troubleshooting all Network Related Problems.
- + Installing & Upgrading of Hardware and Software.
- + Managing Network and system Administrator activities.
- + Wireless (802.11 b/g/a) implementation and troubleshooting.
- + WIFI construction and implementation.

TECHNICAL KNOWLEDGE

- + Client OS Installation and Troubleshooting (Windows XP, 7, 8)
- + All kind of Software Installation & Troubleshooting
- + Troubleshooting LAN issues by using commands and physical checking
- + Server Configuration
- + Local and network Printer Configuration
- + Email Client application installation and troubleshooting like: Outlook 2003, 2007, etc.

KEY SKILLS

- + Industry Knowledge
- + Leadership
- + Critical Thinking
- + Relationship Building
- + Ethical Judgment
- + Adaptability
- + Quick Thinking

REMOTE TOOLS HANDLED

- + Team viewer
- + AnyDesk

INPLANT TRAINING

- + Undergone in plant training in “**AGILITY LOGISTICS [P] LTD**” Chennai for two month.
- + Undergone in plant training in “**IWIZ BLUECHIP TECHNOLOGY [P] LTD**” Trichy for one month.

WORKSHOP AND CONFERENCES

- + 5 days workshop on CLOUD COMPUTING in Periyar Maniammai University.
- + 2 days workshop on ADOBE PHOTOSHOP in Periyar Maniammai University.
- + 1 day workshop on PHP in Periyar Maniammai University.
- + 2 days workshop on ADOBE FLASH in Periyar Maniammai University.
- + 1 day workshop on QNAP in Dubai.
- + 1 day workshop on NABH in Meenakshi Hospital.
- + 2 days Internal Auditor training course for NABH in Deepam Diagnostic centre, Chennai.
- + 6 days Master class on NABH 5th edition migration from 4th to 5th edition.

CERTIFICATE COURSES

- ✚ Completed certified course on **CLOUD COMPUTING** in emc².
- ✚ Completed certified course on **CCNA** in Sansbound solutions Pvt. Ltd, Chennai-33. (Reg No: 14009).

PROJECT DONE

- ✚ Bio-Informatics Based Application In Cloud Computing; **UG Main project**
- ✚ Schedule Based Quality of Service (QOS) In SDH Network; **UG Mini project**
- ✚ University Admission Processing Tools; **Diploma Project**

PERSONAL PROFILE

Gender : Male
Date of Birth : 16/09/1993
Nationality : Indian
Marital status : Married
Hobbies : Internet Surfing, Driving
Linguistic Abilities : Tamil & English.
Permanent Address : 1-54/654, Mahibalan patti -Po,
Thiruppattur-Tk,
Sivagangai-Dt, Tamil nadu, India-630203.
Passport Number : M8109147
Passport Issued On : 07/04/2015
Passport Expiry : 06/04/2025
Place of Issue : Madurai
Salary Expect : Negotiate

DECLARATION

I hereby declare that the information and facts are true to the best of my knowledge and belief.

Place: Mumbai.
Date :29.12.2021



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