



RIYA JOSE

Master of Hospital Administration

+91 9496376236, +91 9380032746

riyajosev96@gmail.com

[linkedin.com/in/riya-jose-839132170](https://www.linkedin.com/in/riya-jose-839132170)

Palakkad, Kerala

CAREER OBJECTIVE

To work as a healthcare professional with high regard for quality, in an organisation of repute and to put my skills and abilities to best use that benefits the growth of the organisation.

PERSONAL SKILLS

- Leadership
- Commitment
- Punctuality
- Communication

TECHNICAL SKILLS

- Software : Minitab, Matlab
- Proficiency in Microsoft Office Tools

EXPERIENCE

Lecturer

Dept. of Hospital Administration

Acharya Institutes, Bangalore, Karnataka

Duration - October 2021 - Present

Key Work

- Creation of lesson plans and completion of courses as per the curriculum for undergraduate students

Quality Officer & NABH Coordinator

Dharmagiri St Joseph's Wholistic Healing Centre, Palakkad, Kerala

Duration - November 2020 - October 2021

Key Work

- Coordinated the whole process of renewal of NABH entry-level certification
- Leading and maintaining organization-wide quality system
- Coordinating and conducting internal audits and safety audits and analyzing the audit reports to develop improvement programs
- Overseeing and monitoring the quality indicators of all departments and identifying critical quality lacunae
- Reviewing the departmental policies and manuals
- Training and mentoring staffs and clinicians on quality standards
- Monitoring and reviewing the incident report system, determining the root cause and ensuring the implementation of corrective actions

ACADEMIC PROFILE

Manipal Academy of Higher Education, Manipal

Masters in Hospital Administration (M.H.A) | July 2018 - July 2020

- CGPA - 8.84

Vellore Institute of Technology, Vellore

B.Tech Biomedical Engineering | Jul 2014 - Apr 2018

- CGPA - 9.2

Devamatha CMI Public School, Thrissur

Class XII | Central Board of Secondary Education | AISSCE 2014

- Aggregate 94.6 %

INTERNSHIPS

Ruby Hall Clinic, Pune

Management Intern | Jan 2020 - March 2020

- Project : Hazard Identification and Risk Assessment (HIRA) in a tertiary care hospital
- Committee Member - RHC National Conclave on Quality & Healthcare Excellence 2020, Pune

OTHER INTERESTS

- Cooking & Baking
- Travelling
- Reading

LANGUAGES

- Malayalam
- English
- Tamil
- Basic Hindi
- Basic German

PERSONAL DETAILS

- Date of Birth - 16 Jul 1996
- Gender - Female
- Nationality - Indian
- Address - Veliyathil House,
Anjumoorthy Post, Palakkad District,
Kerala, 678682

Paalana Institute of Medical Sciences, Palakkad

Management Intern | Dec 2018 - Dec 2018 (1 month)

- Project : Time and motion study to calculate the turn around time in OP Pharmacy of a tertiary care hospital

Christian Medical College, Vellore

Project Intern | Dec 2017 - Apr 2018

- Project : Design of Fingertip Photoplethysmograph Sensor to Estimate Heart Rate Variability

Siemens Healthineers, Goa

Internship Trainee | Dec 2016 - Jan 2017 (1 month)

CERTIFICATIONS

Lean Six Sigma - Green Belt

Anexas Europe | April 2019

AREAS OF INTERESTS

- Healthcare - Administration
- Healthcare - Operations
- Material/Inventory Management
- Statistical Data Analysis
- Healthcare - Quality

ACHIEVEMENTS

- Awarded as 'Rank Holder in Biomedical Engineering' from VIT University in the year 2018
- Emerged as the winner of the Management Maestro 2018, among participants from Manipal Academy of Higher Education.
- Manager - VIT Marathon, Riviera 2016, VIT's Cultural Fest

REFERENCES

- Mr Nikhil Jacob
Quality Officer
Burjeel Hospital | VPS Healthcare, UAE
Email: nikhilmtjacob@gmail.com
Contact No: +91 9952914952
- Dr Sonia Bhagat
Manager - Dept. of Quality Assurance,
Ruby Hall Clinic, Pune
E-mail: dr.soniabhagat@rubyhall.com
Contact No: +91 9970505051