




# Deepak Balu

Healthcare Management Professional

 Calicut , Kerala

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## OBJECTIVE :

A highly skilled, accomplished and professional medical operation manager with diverse experience in financial management, business development, short/long-term strategic planning and project management in a career spanning of 13 years in Healthcare . Looking for a challenging career in the field of Healthcare sector & Customer Service in a dynamic environment that allows me to utilize my inherent strength & acquired skill to the fullest , where my desire and drive to succeed will contribute to the organization's growth. Looking for a challenging position as medical operation manager in a renowned organization.



## Skills

- Administration
- Budgeting & Business Planning
- Customer service
- Healthcare operations
- Insurance & Marketing
- Senior Management
- Strategic planning
- Digital Marketing
- Organisational Skills



## Work History

2016-04 – 2021 -11

### **Deputy Manager – Operations**

#### ***ASTER HOSPITAL & CLINICS, MUSCAT, OMAN***

- Oversee the overall operations and provided exceptional service to the clients.
- Overall responsibility in implementation of various cost reduction measures thereby directly contributing to the budgeted bottom line
- Responsible for IP conversion IP/OPD conversion factor
- Worked closely with physicians & Surgeons , managed care and hospital administration with major focus on performance, compliance, analytic reports, IT and denial issues.
- Handled the tasks of Surgery packages, coding, billing, Daily collections and Tariff updating.
- Responsible for smooth functioning of inter-departments in collaboration with HODS of various departments.
- Responsible for the revenue and EBITA of the hospital and departments.
- Worked with senior executives on developing as well as implementing short and long term business objectives and opportunities
- Managed 85+ staff Reporting directly within different department
- Devised strategic plans and organized communication.

2012 - 2016

### **Assistant Manager**

#### ***ASTER HOSPITAL AND CLINICS, Muscat***

Responsible for ensuring the smooth functioning of the Operations Department. Played a vital role in the recruitment, training & development of all Operations staff. Attained excellence in customer service and improve patient feedback & customer experience.

2010 - 2012

### **Senior Executive Human Resource and Public Relation**

#### ***ASTER HOSPITAL & CLINICS, MUSCAT***

#### **RESPONSIBILITIES RECRUITMENT:**

- Conducting recruitment Understanding and executing staffing requisition, requirements and issues from all departments /exit interviews and recording them accordingly also facilitating newcomers joining formalities

- Sourcing candidates via recruitment agencies and job online advertisement + Screening the candidates by resume short listing, phone interview and personal interviews with coordination with the concerned departments & background verification of the shortlisted candidates + Issuing Letter of Offer /Intent/Employment to the selected candidate
- Liaising with all government agencies to ensure adherence to compliance laws and regulations Follow up on confirmation records statutory obligations -gratuity, bonus etc.

#### **HR ADMINISTRATION:**

- Communicating and explaining the organization's HR policies to the employees Handling administration of all contract candidates.
- Preparing and submitting all relevant HR letters/documents/certificates/ attendance as per the requirement in consultation with the HR Manger.
- Attending / Understanding employee's grievances in their work engagement level and implement corrective measures for them
- Organizing training sessions or trainings for employees ensuring they are fully equipped to be able to perform their duties

2008 - 2010

#### **Administrative Supervisor / Unit In Charge , OPERATIONS MANAGEMENT**

**AL RAFFAH MEDICAL CENTRE , SOHAR, OMAN**

2002 - 2008

#### **CLIENT MANAGER**

*VNM JEWEL CRAFTS LTD., MAHE, PONDICHERRY*



#### **Education**

2017-01 - 2021

#### **MBA: Hospital Management ( SDE )**

*Bharathiyar University - Coimbatore*

1998 - 2002

#### **B.Com**

*University Of Calicut - Calicut*

1996 - 1998

#### **High School**

*Kendriya Vidhayala ( CBSE) - Calicut*



#### **Languages**

- Hindi
- English
- Malayalam