

**BLESSY BABU**

**E-mail:** [blessybabu8@gmail.com](mailto:blessybabu8@gmail.com)

**Mob. No.:** +91 9745532474



### ***CAREER OBJECTIVE***

To seek challenging avenues where my knowledge and experience matches with the organization growth.

### ***CORE QUALIFICATIONS***

(a) Communicating and listening skills (b) Leadership (c) Good attitude and dedication to the job  
(d) Self-motivation (e) Hard working (f) Inquisitive (g) Adaptability to change (h) Sincere

### ***PROFESSIONAL EXPERIENCE***

#### **September 2018 TO March 2019**

**Employer :** VPS Lakeshore Hospital & Research Centre Ltd, Kochi, Kerala  
**Designation :** Trainee at Quality Department.

#### ***❖ Responsibilities:***

- Successfully addressed patient complaints and issues of risk management.
- Worked closely with all members of the administrative staff.
- Periodical assessment of hospital on quality checklist and arrive at a score for the facility.
- Undertakes quality initiatives and audits conducted in various departments such as Causality, Reception, OPD, Radiology, Laboratory, Blood Bank, MRD, Pharmacy, ICU under the guidance of quality manager.
- Effectively communicates the improvements in the organization to the quality manager and provided patient-centered services
- Take feedback from OP, IP and Emergency Patients and successfully addressed patient complaints.
- Complete special projects and performs other related duties according to agree upon goals and parameters when assigned.
- Conducting test for staff to know awareness regarding NABH.
- Participated in various in-service training programmes and mock drills.

**Employer :** Believers Church Medical College Hospital, Thiruvalla  
**Designation :** Internship in Administrative Departments  
**Duration :** 3 months

#### ***❖ Departments Handled:***

- Human Resource department
- Quality department
- Public Relation department
- Hospital Operations department
- Purchase department

## ACHIVEMENTS

- **Internship** on “A study on performance appraisal “at **Believers Church Medical College Hospital**, Kuttapuzha, Thiruvalla, Kerala, India (Duration – 3 months)
- **Conference** – Delegate in International Conference of current trends in Public health and hospital Administration 2016.
- **Project** at **Akay Flavours & Aromatics Pvt. Ltd**, Elavumthitta, Pathanamthitta, Kerala, India (Duration – 1month)
- **IELTS Training**, B-GHUD, Mavelikkara, Kerala, India (May - July 2019)

## EDUCATIONAL QUALIFICATIONS

- **Professional Strategic Management and Leadership** – Specialization in Hospital Administration (Equivalent to Masters in Hospital Administration) – **Ed excel – PEARSON, UK**.
- **Graduation** - Bachelor of Business Administration, M.G University, Kerala, India.
- **Higher Secondary Education- Plus Two**, M.G.H.S School, Kerala, India.
- **Secondary Education - S.S.L.C.**, M.G.H.S School, Kerala, India (Govt. of Kerala).

## COMPUTER PROFICIENCY

Windows, MS Office.

## PERSONAL DETAILS

- Date of birth : 7/1/1994
- Gender : Female
- Marital Status : Single
- Driving License - India : Yes
- Nationality : Indian
- Languages known : English, Malayalam
- Hobbies : Travelling, Listening to Music, Drawing

## REFERENCE

### **Ms. Shiji George**

Quality Manager at **VPS Lakeshore Hospital & Research Centre Ltd**,  
Kochi, Kerala

Contact no: 0091-9446006637

### **Dr. Susan George**

Principal at **Reliable Institute of Management and Science**

Contact no: 0091-9847949103

## DECLARATION

I hereby declare that the details furnished are true to the best of my knowledge.

**PLACE: THUMPAMON**  
**BLESSY BABU**