



**Robish John**

**9995547850**

**[robishjohn18@gmail.com](mailto:robishjohn18@gmail.com)**

**Skills**

**Office tool:**

Ms Excel(Advanced),  
Ms word, power point

**Language & Technology:**

Python, SQL, .NET,  
php, html, Tableau

**Database and tools:**

SQL server 2012, oracle,  
Mysql

**Education**

**MCA(Computer application)**

DIST(Depaul) college  
angamaly  
(2011-2014)

**BSc Computer Science**

CMS college Coimbatore  
(2008-2011)

**Personal Details**

Married  
DOB 18/05/1990  
Arckapampil,  
Kolichal, Kasaragode  
671532

Language :Malayalam, English  
Hindi, Tamil

**Objective**

To work hard with full dedication for the achievement of organization objective under satisfying job contact, hence enhancing my skill and knowledge and ready to learn new things.

**Profile**

- 7 years of experience on customer issue handling, Patient care Coordination, data analysis and documentation.
- Support Public Relation manager in developing, implementing and organizing public relations and public engagement programmers for various projects.
- Data analysis based on the customer feedback and issues
- Compiling and organizing healthcare data
- Analyzing data to assist in delivering optional healthcare management and decision making
  - Expertise in finding solution of business problems by combing my data analysis, data visualization knowledge.
  - Presents data in the form of charts, graphs and tables for immediate reference
  - Experience in advance MS Excel /Access, Word, Power Point.
  - Experience with various business domain like Healthcare, Estate management, Telecom management
  - Involved in front-end designing using HTML, CSS, JavaScript.
  - Strong knowledge on data Extraction and manipulation using SQL Query.

➤ **Customer Care-Center Supervisor**

(Metropolis Healthcare Ltd, Kannur)

**Responsibility:**

- Last one year working as a Customer care-center supervisor for seven centers.
- Effectively supervised day-to-day front-end and phlebotomy operations of a busy customer service department.
- Hired ,trained and manage in the seven laboratory for phlebotomy and front-end staff.
- Customer issue handling and managing the customer.
- Implemented ambitious customer satisfaction goals, and better-enabled customer service staff members to effectively meet them.
- NC completion , NPS coordination, wellness package upselling.
- Worked on the improvement of all customer service processes in order to increase efficiency and customer satisfaction.
- Conducted monthly and annual performance reviews and pro-actively participated in weekly team meetings with executives.
- Assisted in sales, collected feedback from clients, and performed other duties as required.

➤ **Public Relation Officer( 1 Year, Anaamaya Medical Institute payyanur)**

- Managing the COVID positive patient and counseling them personally with their family
- Interact with all IP patient daily basis for finding their requirements and issues
- Provide general PRO support to departments(Causality, Laboratory, Reception, pharmacy,IP ward) for any activity involving the local authorities, including responsibilities for business licenses, permissions etc
- Managing the COVID antigen test and reporting to the government authorities.
- Co-ordinate internally with colleagues and externally with clients and service providers to implement public relations and publicengagement programmers.
- Managing the causality patient and provide the PRO support for
- Worked directly with Nurse Managers to schedule projects that impact their floor.
- Work closely with nursing supervisors and Admitting staff in prioritizing room turnovers.

➤ **Patient Care Coordinator & (2.1 Year)**

**Manipal Hospital, Bangalore.**

**Responsibility:**

- Compiling and organizing healthcare data.
- Answering quires to clients have providing information clearly and accurately, solve the customer issue..
- Using healthcare data to achieve administrative needs and goals.
- Outsource sample are sending and coordination for reports and vendors payments.
- Ensure that laboratory stock levels are adequate and orders are made on time.
- Maintained electronic patient files and completed notations as directed by medical personnel.
- Submitted laboratory samples and specimens, retrieving results as needed
- Suggest way to both increase healthcare quality and reduce cost.
- Verified insurance for treatments, collected payment from patients, and reconciled daily cash reports.
- Organized and maintained patient charting process, prioritized and reviewed charts for completeness.

➤ **Estate Management Executive (3 Years)**

ATC Telecom Tower Corporation, Kochi

- Data analysis based on the customer feedback and issues. Data handling.
- Circle data collecting and analyzing to find the issues. Compiling and organizing telecom data.
- Developing reports and presentation.
- Presents data in the form of charts, graphs and tables for immediate reference
- Generate Invoice tracker related to acquisition Vendors
- Bills processing and keep tracking.
- Company agreement execution with customer.
- Customer feasibility checking for operator sharing and rent to be allowed. Customer issue handling.

➤ **Program Developer( 6 month)**

ATEES Infomedia, Trissur

- Responsible in software developing as a junior developer
- 7 Projects Completed in ASP.net (C#).
- Involved in data base design on SQL Server 2008 and development of different data baseobjects containing functions, triggers, store procedures.
- Assisted in the front- end development and documentation, UI development, assist other developers in methodologydocumentation when needed..

**Declaration**

**I hereby declare that the particulars furnished above are true and correct to the best of my knowledge and belief.**

Place: Malakallu

22/07/2021

Signature

Robish John