

NEETHU K R

Puttingal Padinjattathil(H), Ayyankavu, Kuthukuzhi P O, Kothamangalam, Ernakulam, Kerala – 686691

Phone: 7561803990/ 9446419646 ; Email: kr.neethukr@gmail.com

Professional Summary

Dynamic, self-motivated and excellent team player with four and half year experience in administration/HR field and one year experience in client support in hospital field. Possessing strong interpersonal skills and ability in handling multiple tasks. Experience in grievance counseling and problem solving. Expert in client assessment and analysis

Work Experience

Assistant Administrative Officer & PRO (01-10-2018 – Present)

Nangelil Ayurveda Medical College Hospital
Kothamangalam

Job Roles

Role as Assistant Administrative officer

- ✓ Problem solving
- ✓ Hire new employees
- ✓ Schedule duties of staff
- ✓ Sanction leave for staff
- ✓ Grievance handling
- ✓ Performance appraisal
- ✓ Conduct induction and professional training for staff
- ✓ Custodian of staff records

Role as PRO

- ✓ Financial assistance guidance to patients
- ✓ Front desk In charge
- ✓ Medical Records In charge
- ✓ Patient Feedback analysis
- ✓ Prepare news release to printing visual media regarding hospital activities & Prepare leaflets, brochures, pamphlets etc. for public awareness
- ✓ Feedback analysis

HR coordinator (01-02-2018 – 31/08/2018)

Truejobz consultancy, Perumbavoor

Job Roles

For Company:

- Recruitment
- Training & Orientation
- Calculation of employee attendance and salaries
- Performance appraisal

For Clients:

- Screening resumes
- Performing in-person and telephonic interviews with candidates

- Short listing suitable candidates
- Coordinate interviews with company hiring authorities
- Follow up interview process status
- Communicating employer information and benefits during screening process

Patient Support Executive Trainee (2013-2014)

Patient Support Service Department

Polakulath Narayanan Renai Medicity Multi Super Specialty Hospital
Palarivattom, Ernakulam

Job Roles

- Act as an intermediate between hospital administration and patients
- Problem solving
- Organizing outreach programs like awareness classes, seminars & medical camps
- Organizing supportive groups
- Resource mobilization
- Case study
- Psycho-social support and grievance counseling to patients and bystanders
- Socio-economic analysis of patients
- Financial assistance guidance to patients
- Financial counseling/Admission counseling and guidance
- Organizing events in and out of the hospital
- Feedback analysis and presentation
- Report Writing

Education

* **MBA: Human Resource Management**, 2016

Bharathiar University

* **MSW: Health Social Work Practice (Medical and Psychiatry)**, 2013

Sree Sankaracharya University of Sanskrit

* **B.A. English**, 2011

Sree Sankara Vidyapeedom College; M.G. University

Skills

- Problem solving
- Decision making
- Good team player
- Fast learner
- Good listener
- Client assessment and analysis

Achievements

Active participation in NABH Accreditation process at Nangelim Ayurveda Medical College Hospital

Additional Qualification

- * Typewriting English & Computer Word Processing Lower & Higher (Kerala Government Technical Examination)
- * Diploma in BTEC HNC in Aviation Hospitality and Travel Management (Franklin Institute of Air Hostess Training)

Personal Information

Date of Birth : 10-08-1989
Nationality : Indian
Gender : Female
Marital Status : Married
Languages Known : Malayalam, English & Hindi

Technical Skills

- Microsoft Office – Word & Excel
- Operating system – Windows 10

Personal Affiliations

References:

Mr. Vineesh Vasu
Administrative Officer
Nangelim Ayurveda Medical College Hospital
Kothamangalam
Ph:9745201186