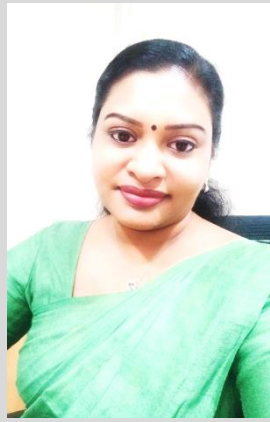


ANUJA A. GEORGE

Goal oriented and dedicated Admin Personnel with 15.5 years of proven track record of meeting all assigned goals and objectives.



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DOB: 15th October 1978

Passport No. W5372932

OBJECTIVE

Seeking a challenging leadership position in a professional healthcare organization where I can contribute and assist the working team in achieving goals and continuous growth, using my extensive knowledge and successful experience.

CAREER PROFILE

- Ability to appropriately delegate or assign work and tasks to others.
- Effective organizational abilities and interpersonal skills.
- Efficient in people management.
- Strong planning, coordinating and problem-solving abilities.
- Self-motivated, efficient, and reliable under pressure.
- Excellent communication and interpersonal skills.
- Confident in interactions with individuals at all levels.
- Managing workload, meeting deadlines and being organised at all times.
- Completion of tasks with ability to multi-task effectively.
- Demonstrated ability to function effectively as a team player as well as working independently to achieve objectives.

EDUCATION

- A Bachelor's Degree in Computer Application from Mahatma Gandhi University, Kerala, India.
- Pursuing MBA– Hospital Management from Bharathiar University, Coimbatore, Tamil Nadu.

SKILLS

Administrative Skills

- Good Written, Verbal and Nonverbal Communication Skills.
- High level of Integrity and Personal Responsibility.
- Extremely attentive to detail.
- Proven ability to provide strong leadership with good managerial skills.
- Good planning and organization knowledge.
- Strong interpersonal ability.

- Exceptional customer service skills.
- Ability to work as part of hospital team.
- Extremely professional with ability to motivate other staff in order to provide good customer service.
- Exceptional decision making and problem solving skills.
- Ability to maintain confidential information.
- Hard worker and guts to achieve company goals.

Business Skills

- Excellent listening skills.
- Exceptional follow-up abilities.
- Ability to quickly evaluate alternatives and decide on a plan of action.
- Think creatively.
- Knowledge of meeting and event planning.
- Good knowledge of general office procedures.
- Balance the needs of the organization.
- Relationship management
- Providing training and assistance to hospital employees
- Regulatory compliance
- Operations Management
- Skilled in health care planning and management.
- Ability to work long hours, including weekends, when needed.

EXPERIENCE SUMMARY

WELCARE HOSPITAL, VYTTILA, EKM

Exec. Secretary to CEO, August 2019 – Till Date

Responsibilities

- Provide operational support to the CEO and COO.
- Provide strategic input and leadership on decision making issues affecting the hospital.
- Maintain record of validity of all signed MOUs by the Hospital with the Government of Kerala State and other private firms and inform the CEO and Operations Department one month in advance for renewal.
- Maintain record of validity of all Licenses and Registrations and inform the CEO and Operations Department one month in advance for renewal.
- Prepare reports with regard to Revenue Generation (department wise and doctor wise) as and when requested by CEO.
- Identify and address performance-related issues whether it may be departmental or personnel.
- Assist the Operations Department in setting up of new Departments (Clinical and non-clinical)
- Arrange and coordinate meetings with the executive team and department heads as directed by the CEO to monitor the implementation of policies.
- Prepare and present reports as and when requested by the CEO on the status of the hospital's operations.
- Acts as a direct liaison and maintain open lines of communication with Doctors and Department Heads.
- Responsible for monitoring the daily OP unsettled bills.
- Provide induction on the hospital, its facilities, and operations, for new joiners.
- Preparation of HR Policies and Procedures

- Preparation of Service Rules
- Preparation of Doctors agreements.
- Performs special and confidential assignments as directed by the CEO.
- Daily briefing of previous day activities and activities to be dealt on the day.
- To maintain a proper order of the papers required to be dealt with by the CEO and to bring to notice, the papers/cases which require immediate attention.
- Present a professional image at all times.

Additional Operational Responsibilities

- May oversee the work of others as instructed by the CEO.
- Prepare monthly evaluations (Department wise & Doctor Wise) as per the requirement.
- Coordinated with the IT department in the software implementation process.
- Coordination of NABH activities.
- Supervised and coordinated the activities of ER Department as directed by CEO.
- Act as a mediator between doctors, staff and patients as and when requested by higher authorities.
- Provide detailed information and explanations to patients where a surgical procedure is necessary including risks, procedure, etc. as an when requested.
- To follow up with outside referrals coming to the ER and make sure that their treatment summary is received prior to their arrival and is handed over to the concerned doctors.

PUSHPAGIRI MEDICAL COLLEGE HOSPITAL, TIRUVALLA

Secretary to the Hospital Administrator, September 2011 – November 2018

Responsibilities

- Provide operational support for the Hospital Administrator, including filing, maintenance of calendars.
- Organize department meetings, draft correspondence, report preparation and completion of special projects to maintain an efficient operation and provide superior service to the patients.
- Assumes responsibility for computer input of information and updates regarding, the hospital and related functions, SOPs and Hospital Standards using databases and internet site
- Prepare written communications including reports, correspondence, forms, and procedures. Write letters, agendas, prepare e-mails, generate meeting minutes and produce materials needed by the Administration Department.
- Assist with coordination of multiple projects headed by the administrative department that vary in nature.
- Organizing the conduct of General Administration Committee.
- Handles telephone calls from both external and internal sources.
- Compiles agenda and generates meeting minutes.
- Acts as a direct liaison and maintain open lines of communication with Department Heads Medical and Non-medical).
- Communicates any variances on SOPs and Company Standards to Department Heads.
- Present a professional image at all times.

Other Responsibilities

- Assist in planning and executing events for the Hospital. Coordinate services for events, such as accommodation and transportation for participants, facilities, catering and special needs requirements. Arrange the audio-visual equipment and other event needs. Maintain record of event aspects, including financial details.
- Performs special and confidential assignments as directed by the Administrator.

- Maintain record of validity of all signed MOUs by the Hospital with the Government of Kerala State and other private firms and inform the Administrator one month in advance for renewal.
- Schedule and confirm appointments for clients, customers, or supervisors.
- Daily briefing of previous day activities and activities to be dealt on the day.
- Prepare slides in Power Point for his various meetings and conferences.
- May oversee the work of others as instructed by the Administrator.
- To maintain a proper order of the papers required to be dealt with by him and to bring to his notice, the papers/cases which require immediate attention.
- Patient guiding and grievance handling in various situations.
- Crisis management in certain situations.
- Maintain confidentiality and secrecy.

SUT ROYAL HOSPITAL, TRIVANDRUM

Personal Secretary to Padmashri Dr. M. Krishnan Nair (Founder of Regional Cancer Centre, Trivandrum)

June 2010 – January 2011

Responsibilities

- Handle incoming mail and other material.
- Conduct searches to find needed information, using such sources as the Internet.
- Type and take dictation accurately.
- Answer phone and take messages.
- Set appointments and keep schedule for him.
- Prepare Power Point presentations for his various meetings and conferences.
- To maintain a list of people (with their mobile, official as well as residential telephones and email as well as postal addresses) with whom he is likely to have official dealings.
- To keep an accurate list of engagements, conferences, etc. and remind him in time and to make available to him all the necessary papers for such engagements/ conferences.
- To maintain a proper order of the papers required to be dealt with by him and to bring to his notice, the papers/cases which require immediate attention.
- To perform such other duties as may be assigned by him.
- Set up and maintain filing systems.
- Maintain confidentiality and secrecy.

AL ZUHAIR MEDICAL CENTRE, SALMIYA, KUWAIT

Administrative Secretary, January 2005 – May 2010

Responsibilities

- Staff recruitment
- Follow up attendance and sick leaves on daily basis to avoid any shortage in staff and provide the HR with their schedules.
- Keep all branch licenses including practice licenses for doctors and nurses valid and inform the HR 3 months in advance for renewal.
- Clarify any questions or information about the salaries, leave pay or working days for the employees.
- Maintain Director's calendar.
- Schedule and confirm appointments for clients, supervisors or other staff.
- Conduct searches to find needed information, using such sources as the Internet.
- Handle incoming mail and other material.

- Set up and maintain filing systems.
- Perform any duties as may be assigned by the Chairman.
- Prepare and manage correspondence and documents.
- Design advertisements for the centre.
- Answer phone and take messages.

LANGUAGES KNOWN

English – Reading & Writing (Fluent)
Malayalam - Reading & Writing (Moderate)
Arabic - Reading (Little)

REFERENCE

De. V. J. Sebastian
Medical Superintendent
Welcare Hospital, Vytilla

Mob: 9048387777

Anuja A. George