



SHANITHA SHAJI

Operation Executive

High-achieving **Operation Executive** with demonstrated skills in integrating operational strategies, building partnerships and developing new revenue streams. Skillfully manage KPIs and internal controls to monitor operational trends and devise forward-thinking solutions. Results-focused, flexible and resilient in resolving issues.

✉ shanitharose087@gmail.com

📞 +91 6282051453

📍 Ernakulam, Kerala, India

📅 21 May, 1995

KEY SKILLS

- Strategic Planning
- Interpersonal Communication
- Planning and Coordination
- Healthcare Regulations
- Quality Improvement
- Data Analysis
- Medical Services Administration
- Patient Rapport
- Operational Requirements

TECHNICAL SKILLS

MS Office
Word | Excel | PowerPoint

LANGUAGES

English
● ● ● ● ○

Malayalam
● ● ● ● ●

PERSONAL DETAILS

Nationality : Indian

Gender : Female

Marital Status : Married

INTERESTS & HOBBIES

📺 Movies

WORK EXPERIENCE

Operations Executive

Sree Narayana Institute of Medical Sciences (SNIMS)

12/2020 - Present

Chalakkal, Kerala, India

Duties & Responsibilities

- Managing of emergency department, OPDs and IP
- Involvement in overall management, controls and planning as supervisor on duty
- Intervene and solve inter-intra departmental issues
- Ensuring patient satisfaction and resolving patient grievances
- Provides financial counselling
- Preparing LAMA, DAMA analysis, feedback analysis and regular reports
- Communicate with higher authorities and management
- Handling Medico-Legal Cases and coordinating with local bodies for other issues related to hospital
- Coordinating emergency references
- Overall managing and duty allocation of hospital attendant staff

Project In charge

Wayline Management Consultants Pvt. Ltd.

05/2018 - 06/2019

Ernakulam, Kerala, India

Duties & Responsibilities

- Handling of skill development training programmes and enrolling new batches
- Coordinate admission, registration process and trainings
- Conducting TOTs (training of trainers)
- Coordinating assessment and certification
- Attending meetings and workshops

Junior Operations Executive cum Patient Care Executive

Rajagiri Hospital Chunangamvely

2015 - 2017


Ernakulam, Kerala, India

Duties & Responsibilities

- Coordinating all services in OP and IP
- Involves in operational role of accreditation (JCI and NABH)
- Coordinating with finance department for the smooth billing process
- Provides financial counselling
- Ensure patient satisfaction and resolving their complaints
- Feedback analysis and daily reporting to higher officials



INTERESTS & HOBBIES

 Travel

 Music

 Reading



REFERENCE

Reference available upon request



EDUCATION

● **Master of Arts : Economics**
Indira Gandhi National Open University
2018 - 2020 *Delhi, India*

● **Bachelor of Arts : Economics**
Morning Star Home Science College.
2012 - 2015 *Angamaly, Kerala, India*

● **Higher Secondary Education**
Govt. Girls H.S.S Aluva
2010 - 2012 *Ernakulam, Kerala, India*

● **Matriculation**
St. Francis G.H.S.S Aluva
2010 *Ernakulam, Kerala, India*



CERTIFICATIONS

- Certification in M S Office
- Diploma course of Retail Management from Don Bosco Tech, Aluva.