

# SHINJO JOSE

## Career Summary

- **Self starter** who is always ready to take initiatives
- **Lead** employees to accomplish all job objectives,inspire confidence and motivation,clearly define expectations and maintain personal effectiveness under pressure.
- Develop procedures to deliver optimal **Customer care**
- Expert in dealing with multinational and multicultural Staff and Customers.
- Excellent in building and maintaining inter personal relationship.
- Effective leader managed a team of **220 staff including 60 Clinicians in a busy work environment.**
- Successfully streamlined the operations of the Organization and revived the business without any conflicts.
- Actively involved in setting up new branches of Organization.
- Successfully coordinated 7 International CMEs and other events.
- Proven ability to **build,train,motivate and lead a team** of medical and non-medical Staff.
- Expert in optimizing the **Resources.**
- Maintained good **customer satisfaction** with the best quality service with minimum cost.



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## Professional Qualification

- ❑ **Master of Social Work(MSW) in Medical and Psychiatry, Bharathiar University, India**
- ❑ **Qualified National Eligibility Test(NET), conducted by University Grants Commission(UGC), India**

## WORK EXPERIENCE

### Operations Manager

**Darsana Academy,Kottayam(May 2021 – May 2023 )**

#### Duties and Responsibilities

- Demonstrate appropriate delegation and coordination of tasks and duties in the operations of centre using organizational structure,delegation of authority and division of tasks.
- Orientation and training for lower level Supervisors and staff
- Monitor call centre and admission team.
- Develop the administrative guidelines,benchmarks and anticipated scope of services.
- Set goals with Staff for maintaining and improving performance which includes action plan,time frame and follow up plan and ensure everyone complete their task on time.
- Develop and implement policies and procedures to meet state regulations and corporate compliance.
- Maintain maximum utilization of resources

### Centre Manager

**Sunny Halwan Medical Center, a nmc company, Sharjah(June 2012 - June 2018 )**

#### Duties and Responsibilities

- Provide inspired leadership for the Organization.
- Liaise with healthcare professionals and patients.
- Hiring,training and performance evaluation of Staff members.
- Front office staff training and evaluation to improve customer satisfaction.
- Work with Medical Director in the implementation of Healthcare system policies and procedures and a successful physician-patient practice.
- Successful corporate tie up with government and private Organizations.
- Coordinated medical camps and other marketing events.
- Monitor attendance,duty schedule and leave forecast of Staff.
- Successfully introduced and developed new departments and Clinicians.

- Ensure all standard protocols set by Organization are maintained and quality of service is maintained at the medical centre.
- Proven ability to **build,train,motivate and lead a team** of medical and non-medical Staff.
- Expert in optimizing the Resources.
- Maintained good customer satisfaction with the best quality service with minimum cost.

### **Social Worker**

**DARE De-Addiction centre, Kerala (Feb 2011 – Dec 2011)**

- Patient admission,case history and file preparation
- Patient and family counseling.
- Sessions and group work activities.
- Coordinated De addiction Project by Kanjirappilly Diocese.
- Developed, implemented and monitored community outreach program.
- Coordinated awareness program for students and public.

### **Sales Officer**

**Mashreq Bank-Retail Banking, Sharjah (Oct 2008 - Dec 2010)**

- Built excellent rapport with customers, maintained client service standards and acquired constant repeat business from the market.
- Successfully resolved customer complaints.
- Effective business follow up and customer service.
- Cold call and company visit.

### **PRO**

**Century International Institute of Dental Science and Research Centre Kerala (Nov 2007 – April 2008 )**

- Manage Reception,call centre and appointments
- Increase the number of patients through medical camps.
- Marketing promotional activities.

### **PRO**

**Baby Memorial Hospital,Kozhikode (July 2006 – Oct 2006)**

- VIP Patient care
- Attend International Patients
- Attend Medico legal cases

### **Education**

**Master of Social Work (2004 - 2006)**  
**Bharathiar University**

**Bachelor of Arts (1999 - 2002)**  
**Calicut University**

### **DECLARATION**

I hereby declare that the details given above are correct and complete to the best of my knowledge.

**SHINJO JOSE**

