

MALAVIKA NAMBIAR

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SUMMARY

Dedicated Operations Executive with experience in achieving tangible results and cross-team collaboration. Proactive and excited to partner with like-minded individuals to achieve goals.

EXPERIENCE

03/2022 to Current Operations Executive

Apollo Hospitals International Limited — Ahmedabad, India

ADMISSION & FRONT DESK

- Managed planning of daily schedules and operations.
- Managed around 40 to 50 admissions of patients.
- Interacting and coordinating with doctors for further guidance and admission process.
- Front-desk management including OPD billing receptions, help desk.
- Resolve the admission related queries of patients. Be the only contact point for the admission services.
- Ensure patient satisfaction at all times.

CATHLAB & WARD MANAGEMENT

- Complete coordination of cathlab.
- Attend walk-in and tele enquiries of the dept.
- To ensure all the cathlab reports are timely prepared and submitted to the concerned patients same day.
- Timely booking of cathlab.
- Monitoring the documents (patient's file) and coordinating with medical, nursing, paramedical and other staffs to complete documentation as per standards and norms.
- Coordinating and communicating with patients and doctors for appointments and follow up.
- ICU bed management (cardiac and cardio thoracic), Ward management.
- Coordinating with nursing staffs and

doctors and third party for outsourcing reports.

- Coordination and bed management of barrier isolation ward.
- Ensure smooth admission and discharge process of the patient.
- To ensure reduction in discharge time

12/2021 to 03/2022 Management Trainee

Tricolour Hospitals – Vadodara, India

- Shadowed and monitored managers to obtain enhanced understanding of best management practices and procedures.
- Maintained organised calendar covering team meetings, trips and appointments.
- Took messages from clients and relayed them to relevant staff promptly.
- Managing & ensuring the smooth flow of operations through entire floor.

06/2021 to 07/2021 Student Intern

Parul Sevashram Hospital – Vadodara, India

- Supported medical staff to monitor and record patient status.
- Acquired new skills by shadowing senior staff.
- Carefully read patient information to check for special conditions.

SKILLS

- Operation coordination
- Patient review assessments
- Good communication
- Teamwork Skills
- Time management

EDUCATION

- 2022 Master of Business Administration: Healthcare Management Parul University, Vadodara
- 2020 Bachelor of Business Administration: Travel & Tourism Management, ITM college of Arts & Science – Kerala
- 2017 Intermediate – Commerce(CBSE): Amrita Vidyalayam, Kakkad, Kannur.
- 2015 Higher–Secondary: Amrita Vidyalayam, Kakkad, Kannur.

LANGUAGES

- **English:** Proficient
- **Hindi:** Proficient
- **Malayalam:** Proficient

PROJECTS

- Pilgrimage Tourism in Karnataka with Special Reference to Udupi Sri Krishna Temple.
Key Skills: Communication Skills, Traveling, Flexible, Time Management.
- An Observational Study to Analyze Patient Response on General Query by Reception and Enquiry Desk.
- An Observational Study to analyze the quality of services in in-patient department and the factors affecting it through various quality indicators at leading private hospital in Vadodara
Key Skills: Total Average Time Management, Interaction with Patient.
- An Observational Study to analyze the quality of services in in patient department and the factors affecting it through various quality indicators at leading Private hospital in Vadodara.
Key Skills: Time management, Team work, Social skills, Patience.

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.

