



# SREEJITH PILLAI

(D.O.B - 15-05-1994)

## Operations Manager

### PERSONAL SUMMARY

EXPERIENCE IN HOSPITAL OPERATIONS  
MANAGEMENT UNDER PRESSURE.

### PROFESSIONAL SKILLS

- MS OFFICE
- CUSTOMER SERVICE
- ACCOUNTING FUNCTION
- CUSTOMER RELATIONSHIP MANAGEMENT
- NEGOTIATIONS
- DATA ENTRY
- SKILLED IN HOSPITAL SOFTWARES (EXAMPLE - PARAS SOFTWARE)
- COUNSELLING
- HOSPITAL MANAGEMENT (UNDER PRESSURE)
- OPERATIONAL MANAGEMENT
- INTERNET SURFING AND HIGH COMPUTER KNOWLEDGE
- OPD AND IPD BILLINGS

### CONTACT INFORMATION:

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Website:

<https://www.samahospital.com/profile/sreejith-pillai-operations-manager>

LinkedIn:

<https://www.linkedin.com/in/sreejith-pillai-282b25159/>

Address: 3 gha 22 Madhuban Housing Board, Basni 1st Phase, Jodhpur, 342005, INDIA



## CAREER HISTORY

International Oncology Services Pvt. Ltd.

Manager Operations - Dec. 2021 - Present

- Handling all the billing operations
- Making MIS and MTD reports.
- Maintaining excel data for all the revenue records
- Making the reconciliation data.
- Making strategies for the business development.
- Engaging new doctors and hospitals for referral and ti ups with marketing team.
- Taking Reviews on regular basis to improve the patient services to the best possible way.
- Maintaining a healthy work culture within the team.
- Making changes in the operational work whenever its needed to make the operational work smooth and easy by taking care of the patient convenience.
- Ensuring smooth OPD running.
- Auditing all the IPD discharge file next day .
- Maintaining daily grooming strictly.
- Supervising the housekeeping staff and supervisors.
- Coordinating and Counselling different doctors patients.
- Completing daily requirements of the hospital.
- Solving patients issues regarding Services and Billing.
- Improving the patients overall Experience and Satisfaction
- Guiding staff's for improvements in different service areas.
- Handling the biometric Attendance.
- Finding the loopholes in the system and get it fix.
- Making strategies to increase the Revenues and Decrease the unnecessary Expenses.
- Making Excel report for Discharge patient with the pending amounts (in cash and credit).
- Seeing the PF account problems and withdrawals of the staff.
- Completing the Record books and other facility of the hospital with the NABH Coordinator as per NABH rules and regulations.
- Design the process to make doing the right thing Easy.
- Making Strategies for different types of Healthcare Marketings.
- Daily Reporting to the CEO and MD.

SAMA HOSPITAL (NEW DELHI)

OPERATIONS MANAGER, JAN 2021 -NOV 2021

- ENSURING SMOOTH OPD RUNNING.
- AUDITING ALL THE IPD DISCHARGE FILE NEXT DAY .
- MAINTAINING DAILY GROOMING STRICTLY.
- SUPERVISING THE HOUSEKEEPING STAFF AND SUPERVISORS.
- COORDINATING AND COUNSELLING DIFFERENT DOCTORS PATIENTS.
- COMPLETING DAILY REQUIREMENTS OF THE HOSPITAL.
- SOLVING PATIENTS ISSUES REGARDING SERVICES AND BILLING.
- IMPROVING THE PATIENTS OVERALL EXPERIENCE AND SATISFACTION
- GUIDING STAFF'S FOR IMPROVEMENTS IN DIFFERENT SERVICE AREAS.
- HANDLING THE BIOMETRIC ATTENDANCE.
- FINDING THE LOOPHOLES IN THE SYSTEM AND GET IT FIX.
- MAKING STRATEGIES TO INCREASE THE REVENUES AND DECREASE THE UNNECESSARY EXPENSES.
- MAKING EXCEL REPORT FOR DISCHARGE PATIENT WITH THE PENDING AMOUNTS (IN CASH AND CREDIT).
- SEEING THE PF ACCOUNT PROBLEMS AND WITHDRAWALS OF THE STAFF.
- COMPLETING THE RECORD BOOKS AND OTHER FACILITY OF THE HOSPITAL WITH THE NABH COORDINATOR AS PER NABH RULES AND REGULATIONS.
- DESIGN THE PROCESS TO MAKE DOING THE RIGHT THING EASY.
- MAKING STRATEGIES FOR DIFFERENT TYPES OF HEALTHCARE MARKETINGS.
- DAILY REPORTING TO THE CEO AND MD.

## **CENTRE FOR SIGHT**

*Sr. Billing Executive*

·3 YEAR

·(POST – SR. BILLING EXECUTIVE CUM FLOOR MANAGER (OPD AND IPD) ,COUNSELLING).

·WORK INCLUDES –

·MANAGING FLOOR, OPD,IPD,TPA,CGHS,ECHS,CASH HANDLING AND PATIENT SUPPORT PLUS COUNSELING ETC.

·HANDELD ADMINISTRATIVE MATTERS INCLUDING MANAGING CALENDERS AND APPOINTMENTS, TRAVEL ARRANGEMENTS AND SCREENING CALLS.

·TRAINED AND HANDLED NEW JOINERS.

·PLANNED MEETINGS COMPOSED DOCUMENTS,MAILS AND MEMOS.

·INTERECTED WITH THE STAFFS OF ALL LEVELS ENSURING POSSITIVE WORK ENVIRONMENT.

·ENHANCED STAFF DEVLOPMENT BY FACILITATING TRAININGS AND SUPPERVISING NEW EMPLOYEES.

·HANDLED DAILY FILLING, RECORDS PAPERS,MAINTAINING COMPANY POLICIES AND PROCEDURS.

·ENHANCED CUSTOMER SERVICE BY IMMEDIATE FOLLOW UPS, PRO ACTIVELY ADDRESSING SERVICE ISSUES TO AVERT FUTURE COMPLICATIONS.



## **EDUCATIONAL HISTORY**

**DR. DY PATIL VIDHYAPEETH ,  
PUNE  
2021**

*MBA (IN HOSPITAL ADMINISTRATION AND HEALTH CARE  
MANAGEMENT)*

**JAI NARAYAN VYAS UNIVERSITY  
2018  
*Bachelor of Arts***

**BOARD OF SECONDARY EDUCATION  
JODHPUR  
2015  
SENIOR SECONDARY EXAMINATION  
1ST DIVISION**

**CENTRAL ACADEMY SCHOOL  
JODHPUR  
2012  
SECONDARY SCHOOL EXAMINATION  
GOT 8.4 CGPA**

**HOBBIES  
TRAVELLING, READING, GYMING AND SINGING**

