

Rijomon Issac

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Permanent Address:

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Current Address:

A-311, CBR Prakruthi Apartments

M M Garden, Flower Garden Road

Babusapalaya, Bangalore

Pin: 560043

CAREER OBJECTIVE:

Seeking a challenging role as a Hospital Administrator, where I can leverage my strategic leadership, operational expertise, and passion for patient care to contribute to the efficient functioning and continuous improvement of the healthcare facility. Committed to maintaining high standards of quality, optimizing operational workflows, and fostering a patient-centered environment that promotes excellent healthcare delivery.

PROFESSIONAL EXPERIENCE:

11+ YEARS HOSPITAL ADMINISTRATION, MARKETING, PHARMACEUTICAL EXPERIENCE IN SALES AND MARKETING INCLUDING NU HOSPITAL, AKESISS PHARMA, IPCA LABS, GLAXO SMITH KLINE (GSK) AND RANBAXY

❖ **Hospital Administrator / HR**

Surakshaa Group of hospitals (Nov 2022 – Present)

Strategic Planning: Developing and implementing long-term strategic plans to achieve the hospital's mission and goals, taking into consideration financial, operational, and patient care aspects.

Financial Management: Overseeing the hospital's budget, financial performance, and resource allocation to optimize financial sustainability while maintaining quality care

Quality and Patient Safety: Monitoring and improving the quality of healthcare services and patient safety initiatives throughout the hospital.

Human Resources Management: Overseeing the HR department and working with HR managers to ensure proper staffing, training, and development of hospital staff.

Emergency Preparedness: Developing and implementing protocols for handling emergencies and disaster situations effectively.

Technology and Infrastructure: Assessing and implementing appropriate technologies and infrastructure to support hospital operations and patient care.

Ethics and Governance: Upholding ethical standards and promoting a culture of integrity and transparency within the hospital.

Recruitment and Staffing: Managing the recruitment process to attract and hire qualified healthcare professionals, including physicians, nurses, and support staff.

Employee Training and Development: Identifying training needs, organizing training programs, and fostering opportunities for professional development among hospital staff.

Employee Relations: Handling employee grievances, conflicts, and disciplinary issues, ensuring a positive and respectful work environment.

Performance Management: Implementing performance evaluation systems to assess employee performance and facilitate performance improvement plans when necessary.

Compensation and Benefits: Managing employee compensation packages, benefits administration, and ensuring competitive salary structures.

Workforce Planning: Analysing current and future staffing needs, predicting turnover, and creating workforce plans to meet hospital requirements.

Health and Safety: Ensuring compliance with health and safety regulations and promoting a safe working environment for employees.

Employee Engagement and Retention: Implementing initiatives to boost employee morale, engagement, and retention.

Conflict Resolution and Mediation: Providing guidance and support in resolving conflicts between employees or between employees and management.

Ref: Dr.Hemanth +91 9035544668

Dr.Ariff +91 9997121116

NABH Process Experience

- Coordinated the successful NABH accreditation process for the hospital,
- Led a multidisciplinary team to conduct regular mock audits, identifying areas for improvement and implementing corrective actions.

❖ Hospital Administrator/HR

Indian Hospital, Kalkeri (Sep 2022 - Nov 2022)

Job Profile

Supervise daily administrative operations

Monitor expenses

Create quarterly and annual budgets

Develop and implement effective policies for all operational procedures

Prepare work schedules

Maintain organized medical and employee records

Monitor administrative staff's performance

Ensure prompt ordering and stocking of medical and office supplies

Answer queries from doctors, nurses and healthcare staff

Resolve potential issues with patients

Stay up-to-date with healthcare regulations

Ref: Dr. Harshwardhan +91 9162314797

Ref: Dr. Adil +91 975655515

❖ **HOSPITAL MARKETING**

NU Super specialty Hospital –Rajajinagar, Bangalore

Division: Urology/Nephrology/IVF (April -2022 to Sep)

🕒 **Job profile:** BUSINESS MANAGER

Askesis pharma pvt ltd (2021 Jan –2022 March)

Division: Gynaecology

Main products: Orotate, Fopymin, Fotosis etc

- **Job profile:** Meetings doctors- and hospital-based healthcare staff
- build and maintain positive working relationships with medical staff and support administrative staff
- win new customers, as well as developing long-term relationships with existing ones
- Reporting to senior manager
- Maintaining and increasing sales of company's products
- Speak on the phone or in person with clients, answer questions, and address concerns regarding product availability, prices, and credit terms

❖ **Diakonia Enterprises 4.00 years (From April 2016)**

JOB PROFILE: OPERATION - MANAGER

We focus mainly marketing of Sanitary napkin vending machine (Napkin dispenser) And Sanitary napkin burning machine (Napkin destroyer) and sanitary napkin.

❖ **AREA BUSINESS MANAGER at Ipca Laboratories Ltd 1.00 Years (April 2015 to April 2016)**

Division: Rheumatology, **Main Products:** HCQS, SAAZ

JOB PROFILE:

- Monitoring team's performance and motivating them to reach targets
- Reaching the targets and goals set for my area
- Setting sales targets for individual reps and my team as a whole
- Compiling and analyzing sales figures
- Reporting to senior manager
- Maintaining and increasing sales of company's products
- win new customers, as well as developing long-term relationships with existing ones
- organize conferences for doctors and other medical staff

- monitor competitor activity and competitors' products

❖ **MEDICAL COMMUNICATION EXECUTIVE.**

❖ **Glaxo smith Kline, Respiratory division Chennai & Calicut -2Years**

(From Jan 2013 to 2015 Feb)

JOB PROFILE:

Division: Respiratory, Main products: Seretide Accuhaler, Evohaler, ventrolin

- make presentations to doctors, practice staff and nurses in GP surgeries, hospital doctors and pharmacists in the retail sector
- organize conferences for doctors and other medical staff
- build and maintain positive working relationships with medical staff and support administrative staff
- win new customers, as well as developing long-term relationships with existing ones
- regularly attend company meetings, technical data presentations and briefings
- monitor competitor activity and competitors' products
- keep up to date with the latest clinical data supplied by the company, and interpret, present and discuss this data with health professionals during presentations

❖ **MARKETING EXECUTIVE: Ranbaxy Labs,**

❖ **Respiratory division, Kottayam & Chennai 3.2 years (From 2009 to 2012**

Dec)

Division: Respiratory, Main products: Amoxiclav, Loxoff, Avessa inhaler

JOB PROFILE:

- organizing appointments and meetings with community- and hospital-based healthcare staff
- Meeting both the business and scientific needs of healthcare professionals
- Meet with clients to negotiate terms and prices on sales agreements, draw up the contract, and ensure the document is signed by all necessary parties.
- Visit medical facilities to evaluate their needs and discuss sales or products that would help employees be more productive.
- Speak on the phone or in person with clients, answer questions, and address concerns regarding product availability, prices, and credit terms
- analyses sales data to improve results

EDUCATIONAL QUALIFICATION:

- Post Graduate Diploma in Hospital Management (IISDT)
- Bachelor of Bio technology ,2009 (Periyar University -2009)
- Plus two science: GHSS Vayakara , Calicut university
- Class 10th from St. Mary's High School, Cherupuzha

CERTIFICATION

NABH: National Accreditation Board for Hospitals & Healthcare
From Med learn University

Interests: Editing videos, making scientific ppt, YouTube Channel managing etc

DECLARATION:

I hereby declare that the above-mentioned information is true and correct and I bear the responsibility for the correctness of the above-mentioned particulars.

Rijomon Issac