



## CAREER SUMMARY

To work in an organization where I can use my skills in administration of facilities for the benefit of the organization whilst improving my knowledge & experience.

## PERSONAL DETAILS

Mobile No :9207523426

Email :  
nayanasanthosh88@gmail.com

Nationality : Indian

D.O.B : 5<sup>th</sup> May 1996

# NAYANA S SANTHOSH

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## WORK EXPERIENCE

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**Inpatient Coordinator** 2022-Present  
Kinder Women's Hospital & Fertility Centre

### KEY RESPONSIBILITIES

- Execute the Patient Experience Service Delivery Model for Customer Excellence across IPD/OPD.
- To take daily IP rounds.
- Ensure that the Customer/ guest/patients is an informed user of the service across IPD/OPD.
- Carry out tasks assigned by the management in regard to Patient Relations
- To gather day to day negative feedback and discuss with Immediate Solutions with no future repetitions.
- Generating the Monthly Feedback reports of all collected feedback.
- Monthly MIS reporting for Feedback.
- Assist the Senior Executive –Operations as & when required.
- Manage the patient satisfaction survey, internal audits and track recommendations for corrections of identified deficiencies.
- Patient care facilitation.
- Patient problem solutions.

**NURSE** Moham Hospital – Eramallor, 2019 - 2020

### KEY RESPONSIBILITIES

- Worked with meticulous accuracy in administering patient, Medication, ensuring correct, appropriate doses.
- Performed in-depth prevention assessments, maintaining patient health and safety.
- Actively promoted best nursing practices, leading by example in providing accurate, prompt patient provisions

## SKILLS

- MS Office
- Social Media Management
- Communication Skill
- Leadership
- Problem Solving
- Critical Thinking
- Risk management
- Compassionate care
- Customer Service
- Team Work
- Time Management
- Decision Making

## EDUCATION

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**2022**

**Hospital Administration**

International School Of Skill Development -Kochi

**2018**

**Graduate Nursing**

VNSS College Of Nursing -Kollam

**2014**

**Higher Secondary Science - 73 %**

SN Trust HSS -Alappuzha

**2012**

**10th Level SSLC - 89%**

Believers Church English Medium School –Alappuzha

## LANGAUAGE

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English	First Language
Malayalam	Proficient
Hindi	Upper Intermediate
Tamil	Intermediate

## DECLARATION

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I hereby declare that the information furnished above is accurate to the best of my knowledge. I take entire liability for the correctness of the information provided.

Date :

Place :

NAYANA S SANTHOSH

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