



# MUHAMMED HILAL

## DUTY MANAGER

+91-8891875975

875hilal@gmail.com

Alappuzha, Kerala, India

## PERSONAL INFO

Nationality : Indian  
Gender : Male  
Marital status : Single  
Date of Birth : 31/01/1995

## KEY SKILLS

- Customer relationship building
- Key relationship development
- Building professional relationships
- Patient relations
- Hospital administration
- Multitasking Abilities
- Communication
- Self-Motivation
- Leadership
- Responsibility
- Teamwork
- Problem Solving
- Decisiveness
- Time Management
- Flexibility

## COMPUTER PROFICIENCY

### MS Office

Excel | Word | PowerPoint

## PROFILE SUMMARY

Goal-driven Healthcare Administration professional well-versed in recruiting, training and managing employees to provide exceptional resident services. Highly organized and hardworking with excellent planning and program management skills.

## WORK EXPERIENCE

### Duty Manager

VPS Lakeshore Hospital  
Kochi, Kerala, India

**May 2023 - Present**

#### Duties & Responsibilities:

- Supervise daily administrative operations.
- Monitor expenses and suggest cost-effective alternatives.
- 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.
- Train new employees.
- Ensure prompt ordering and stocking of medical and office supplies.

### Public Relations

Providence Super Speciality Hospital,  
Alappuzha, Kerala, India

**March 2022 - May 2023**

#### Duties & Responsibilities:

- Create with innovative and engaging patient and public relations.
- Help in allotting rooms for patients.
- Collaborate with other teams such as senior and middle level management.
- Handle any PR related issue that may arise.
- Maintain good relationships with media houses.
- Organise PR activations to promote the company's image and serve as the spokesperson.
- Focus on marketing the company through partnerships and advertising.
- Keep up with media and audience opinions regularly.
- Study PR trends and use best practices.
- Regularly submit PR reports.

## AREAS OF INTERESTS

- Administration
- Marketing
- Sales

## LANGUAGES KNOWN

English	●	●	●	●	●
Malayalam	●	●	●	●	●
Hindi	●	●	●	●	○
Tamil	●	●	●	○	○

## STRENGTHS & QUALITIES

- Caring about other people.
- Collaborating and working well together with others.
- Comforting people when they need it.
- Conflict management and resolution skills.
- Encouraging and inspiring people to do their best.
- Flexibility in thinking and operating style.
- Humor and lightheartedness.

## HOBBIES & INTERESTS

- Reading
- Music
- Photography
- Travel
- Sports

### Marketing cum Office Assistant

Elahana Holidays, Kerala, India

Sep 2019 - Aug 2021

### Customer Relations Executive Cum Administration Assistant

Bird Worldwide Flight Services.

Cochin International Airport, Kerala, India.

Aug 2018 - Aug 2019

## EDUCATION HISTORY

### MBA in Administration

Indira Gandhi National Open University , India

2023 - Pursuing (Distant Mode)

### Bachelor of Business Administration | 65%

Kerala University, Trivandrum, Kerala, India

2013 - 2016

### Diploma in Travel and Tourism (IATA)

Galileo Travel and Tourism

2017

### Higher Secondary | 64%

State Board of Higher Secondary,  
Kerala, India

2011 - 2013

### Secondary | 80%

Central Board of Secondary Education,  
Kerala, India

2010 - 2011

## DECLARATION

I hereby declare that the above written particulars are true and correct to the best of my knowledge and belief.

MUHAMMED HILAL