



# SREEJITH PILLAI

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

## Operations Manager

### PERSONAL SUMMARY

EXPERIENCE IN HOSPITAL OPERATIONS  
MANAGEMENT UNDER PRESSURE.

- MS OFFICE
- CUSTOMER SERVICE
- SALES AND BUSINESS DEVELOPMENT
- RECONCILIATION
- ACCOUNTING FUNCTION
- HANDLING THE HUMAN RESOURCE
- CUSTOMER RELATIONSHIP MANAGEMENT
- NEGOTIATIONS
- DATA ENTRY
- SKILLED IN HOSPITAL SOFTWARE (EXAMPLE - PARAS SOFTWARE)
- COUNSELLING
- HOSPITAL MANAGEMENT (UNDER PRESSURE)
- OPERATIONAL MANAGEMENT
- INTERNET SURFING AND HIGH COMPUTER KNOWLEDGE
- OPD AND IPD BILLINGS
- FACILITY MANAGEMENT
- DOCTOR RELATIONSHIP MANAGEMENT

### 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 Cancer Institute

#### Manager Operations - June 2022 - Present (Kanpur Branch)

#### Manager Operations - Dec. 2021 - May 2022 (Jodhpur Branch)

- 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 tie 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 Marketing.
- 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*

### **FEB 2018 - DECEMBER 2020**

- (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**

