



SIMON TITUS CHACKO

OPERATIONS ASSOCIATE

CONTACT ME

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Ernakulam, Kerala

EDUCATION

INTERNATIONAL DIPLOMA IN HOSPITAL ADMINISTRATION

The Forum for International Certified
Scholars (FICS)

| 2023 – 2024

MSC. EVENTS MANAGEMENT

University of Derby

| 2015 – 2016

BACHELORS IN BUSINESS ADMINISTRATION – FINANCE

Birla Institute of Technology

| 2009 – 2014

X11

National Institute of Open Schoolings

| 2008 – 2009

X

Central Board of Secondary
Education

| 2006 – 2007

CAREER SUMMARY

Highly dedicated and detail-oriented professional with over 6 years of extensive experience in the healthcare sector, excelling in roles as an Operations Associate and HR Specialist cum Administrative Officer. Demonstrated expertise encompasses a comprehensive understanding of healthcare operations coupled with strong administrative and human resource management skills. Proven track record in facilitating seamless day-to-day operations, optimizing administrative processes, and ensuring compliance with industry regulations. Skilled in conducting thorough screenings and assessments for talent acquisition, fostering positive employee relations, and managing a variety of administrative tasks with precision and efficiency. Possess a keen eye for detail, adept at identifying opportunities for improvement and implementing strategic solutions to enhance organizational effectiveness. With a commitment to excellence and a collaborative approach, consistently strive to deliver high-quality results that align with organizational goals and objectives.

TECHNICAL SKILLS

Organizing Documents

Preparing Reports

Employee Retention

Payroll Administration

HR Procedures

HR Systems Operation

Processing Requests

Relationship Building

Real-Time Assistance

EXPERIENCE

❖ 2019 – 2023

OPERATIONS ASSOCIATE

SECURE OVERSEAS INTERNATIONAL LLC

Duties & Responsibilities

- Facilitate day-to-day operations by performing clerical and administrative tasks.
- Work under the supervision of operations managers to ensure smooth operations.
- File and organize documents efficiently for easy access and retrieval.
- Prepare accurate and timely reports on a daily basis.
- Provide real-time assistance to team members as needed.
- Perform routine administrative tasks such as data entry and correspondence handling.
- Identify opportunities for operational improvements to enhance efficiency.
- Ensure that deliverables are met according to established timelines and standards.
- Assist in tracking Key Performance Indicators (KPIs) to monitor organizational performance.
- Coordinate across finance, research, and HR teams to streamline processes.
- Set up meetings and appointments for team members and stakeholders.
- Maintain internal databases to store and manage information effectively.
- Collaborate with colleagues to achieve common goals and objectives.
- Communicate effectively with team members and managers to ensure alignment.

COMPUTER SKILLS

MS Office 

Computer Knowledge 

PERSONAL INFO

Date of Birth : 06/11/1990

Gender : Male

Nationality : Indian

Marital Status : Married

Valid Indian Driving License

License No : KL71 20140010480

LANGUAGES KNOWN

English 

Hindi 

Arabic 

Malayalam 

Tamil 

- Follow organizational policies and procedures in all tasks and activities.
- Prioritize tasks effectively to meet deadlines and achieve objectives.
- Keep abreast of industry trends and best practices relevant to operations.
- Handle confidential information with discretion and integrity.
- Take initiative in addressing issues and resolving problems as they arise.
- Continuously seek opportunities for professional development and growth in the role.
- Generate insights from data analysis to drive operational improvement.
- Support the implementation of new processes and procedures to improve efficiency.

❖ 2017 – 2019

**HR SPECIALIST CUM ADMINISTRATIVE OFFICER
SECURE OVERSEAS INTERNATIONAL LLC**

Duties & Responsibilities

- Managing healthcare marketing activities for medical equipment and products distribution.
- Supporting talent acquisition across all levels with effective strategies and techniques.
- Conducting thorough screening and assessment processes for candidates.
- Recruiting highly-skilled non-medical healthcare professionals.
- Utilizing advanced sourcing techniques for attracting top-tier sales talent.
- Staying updated on industry trends and competitor practices for recruitment enhancement.
- Coordinating with marketing for innovative talent acquisition strategies.
- Administering paperwork for new employee hiring.
- Maintaining relations with past and potential candidates.
- Generating monthly updates for company leadership on talent acquisition.
- Overseeing and managing a performance appraisal system.
- Ensuring legal compliance in human resource management.
- Implementing effective strategies for smooth healthcare sector operations.
- Administration of company databases.
- Managing day-to-day office operations, including scheduling and file organization.
- Handling correspondence and communication channels efficiently.
- Managing inventory of office supplies and equipment.
- Performing various general clerical duties.
- Attending meetings and recording notes/messages for senior-level officers.
- Resolving employee queries and issues professionally and promptly.

CERTIFICATION

- Successfully completed ISO 9001:2015 Awareness Training Program Conducted by Foster Consultants.

DECLARATION

I hereby declare that the above-mentioned information is correct to the best of my knowledge and belief.

SIMON TITUS CHACKO