

OSHIN MATHEW

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SUMMARY

Dedicated and results-driven healthcare administrative executive over 4 years of practical experience in hospital management. Proven track record of optimizing operational efficiency, enhancing patient satisfaction, and ensuring compliance with healthcare regulations. Skilled in strategic planning, quality control, and team leadership. Adept at fostering collaborative relationships with staff, physicians, and stakeholders to achieve organizational goals. Seeking to leverage expertise in hospital administration to drive continuous improvement and deliver high-quality patient care.

WORK EXPERIENCE

Office administrator April 2023 - Present

- Efficiently managed office logistics, including scheduling, filing, and inventory, ensuring seamless day to day operations.
- Supported tax professionals and clients with documents coordination and administrative tasks, optimizing workflow efficiently within the consultancy.

Associate administrative executive Feb 2023 - March 2022

- Supported administrative operations by maintaining accurate records,scheduling appointments,and coordinating meetings, enhancing overall efficiency and organization within the consultancy.
- Facilitated smooth communication between students, parents, and academic staff, ensuring seamless flow of information and timely resolution of queries, contributing to a positive client experience.

Patient relation executive Oct 2022 - Dec 2022

- Coordinated with NABH project, Quality control, Patient safety,day to day operations, Developed and implemented patient centric initiatives to enhance satisfaction levels.
 - Conducted staff meeting, Implemented policies, collaborated with team and other departments ensuring prompt and efficient resolution of Patient concerns and inquiries.
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EDUCATION

Lean Six sigma white belt professional March 2024

Quality gurus Inc.

Healthcare management March 2024

Great learning academy

Administrative Assistant Training Nov 2023

Alison academy

Diploma in effective human resource administration March 2023

Alison academy

Bachelors in hospital administration 2019 - 2023

Rajiv gandhi University of health sciences

ADDITIONAL INFORMATION

- **Technical Skills:** Project Management, MS PowerPoint, Ms word, Ms excel.
- **Languages:** English, Malayalam, Hindi, Tamil, Kannada, Syriac, German.
- **Certifications:** National Service Scheme, Lessons in Law.
- **Project:** "A MOTION STUDY ON REUSE OF DIALYZER IN THE DIALYSIS DEPARTMENT AND ITS IMPACT ON QUALITY OF CARE IN TERTIARY CARE HOSPITAL".