

# SHINJO JOSE

## Profile Summary

- **Proven work experience as Center Manager and Operations Manager in leading groups in India and UAE.**
- **Managed the overall performance of the center in a cost-effective manner without compromising the quality of service and care.**
- **Developed and implemented effective policies for all operational procedures and led employees to accomplish all job objectives with inspired confidence and motivation.**
- **Developed procedures to deliver optimal Customer care.**
- **Expert in dealing with multinational and multicultural Staff and Customers.**
- **Excellent in building and maintaining inter personal relationship.**
- **Effective leader managed a team of 220 staff including 60 Clinicians in a busy work environment.**
- **Recruitment and training and proven ability to build,train,motivate and lead a team.**
- **Successfully coordinated International CMEs and other events.**

## Core competencies and skills

- **Team building and Interpersonal skills**
- **Leadership**
- **Customer service**
- **Business development**
- **Communication skills**

## Work Experience

### Manager Operations

### Sahani Hospital, Kozhikode

#### Duties and Responsibilities

- **Oversee the day to day administrative operations of the center to provide high quality patient care in a tension free ambience and a successful physician-patient practice.**
- **Monitor the overall operations of the hospital - Call center,Front office,Appointments, OP and IP management, MLC, IT and Software, Referrals,Insurance, Billing,Facility management etc.**
- **Strategic planning in line with the organization's business plan.**
- **Marketing events and seasonal promotions.**
- **HR - Recruitment process, payroll and leave management.**
- **Monitor Purchase department and store management.**



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## Professional Qualification

- ❑ **Master of Social Work(MSW) in Medical and Psychiatry, Bharathiar University, India**
- ❑ **Qualified National Eligibility Test(NET), conducted by University Grants Commission(UGC), India**

**Operations Manager**  
**DarsanaAcademy,Kottayam**

**Duties and Responsibilities**

- Work closely with management team to ensure all operational,administrative and compliance functions within the firm are being properly executed in accordance to regulatory based best practices.
- Develop the administrative guidelines,benchmarks and anticipated scope of services.
- Develop and implement policies and procedures to meet state regulations and corporate compliances.
- Demonstrate appropriate delegation and coordination of tasks and duties in the operations of centre using organizational structure,delegation of authority and division of tasks.
- Set goals with Staff for maintaining and improving performance which includes action plan,time frame and follow up plan and ensure everyone complete their task on time.
- Coordinate the recruitment and orientation process.
- Staff meetings and training to improve the team work,productivity and customer service.
- Monitor call center and admission team.

**Center Manager**  
**NMC Healthcare, Sharjah**

**Duties and Responsibilities**

- Oversee the day to day administrative operations of the center to provide high quality patient care in a tension free ambience and a successful physician – patient practice.
- Monitor the overall patient related activities – Call center,Front office,Appointments,OP,IP,MLC,IT and software,Referrals,Insurance,Billing,Facility etc.
- Strategic planning in line with the organization’s business plan.
- Provide inspired leadership to ensure all standered protocols and policies set by Organization are maintained at the center.
- Work with CEO and Medical Director in the implementation of Healthcare system policies and procedures and a successful physician-patient practice.
- Maintain Excellent Customer satisfaction with the best quality service in a cost-effective way at the center.
- Resolve potential issues with patients.
- Introduce and develop new departments and Clinicians
- Coordinate regular staff meeting and training to improve team work and high quality patient service.
- Monitor attendance,duty schedule and leave forecast of Staff.
- Coordinate internal and external referrals.
- Successful corporate tie up with government and private Organizations.
- Coordinate CME, medical camps and other marketing events.
- Monitor the purchase department and store management.

### **Social Worker**

**DARE De-Addiction centre, Kerala**

Duties and Responsibilities

- Patient admission, case history and file preparation
- Patient and family counseling.
- Sessions and group work activities.
- Coordinate De addiction Projects.
- Develop, implement and monitor community outreach program.
- Coordinate awareness program for students and public.

### **Sales Officer**

**Mashreq Bank-Retail Banking, Sharjah**

Duties and Responsibilities

- Build excellent rapport with customers, maintain client service standards and acquire constant repeat business from the market.
- Successfully resolve customer complaints.
- Effective business follow up and customer service.
- Cold call and company visit.

### **PRO**

**Century International Institute of Dental Science and Research Centre Kerala**

Duties and Responsibilities

- Manage Reception, call centre and appointments
- Coordinate internal referrals.
- Increase the number of patients through medical camps.
- Marketing and promotional activities.

### **PRO**

**Baby Memorial Hospital, Kozhikode**

Duties and Responsibilities

- Greet and direct the patients to the reception
- Help the front office and billing counter.
- Public point of contact in the floor, OP, and Emergency department.
- VIP Patient care.
- International Patient care
- Medico legal cases

### **DECLARATION**

I hereby declare that the details given above are correct and complete to the best of my knowledge.

**SHINJO JOSE**