

**SHYLESH CHANDRAN.T.C**

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**ACADEMIC PROFILE**

- MHA (Master in hospital Administration)
- B.com (*taxation*)
- Pre degree (*Commerce*)

**WORK PROFILE**

Organization : **KM Cherian Institute of Medical Sciences**  
Designation : **Manager Operations**  
Period : November 2023 onwards

**Job Profile**

- Managing and monitoring Day to day Operations in the hospital of various departments.
- To develop policies, collaborating with department heads and acting as the liaison between medical staff and governing boards.
- To Plan, direct and coordinate various aspects of operating area.
- To take on initiatives to improve efficiency and ensure quality delivery of healthcare services to patients.
- Ensure that operations run smoothly and according to Hospital policy.
- Ensuring Timely Implementation of the Project

Organization : **Renai Medicity**  
Designation : **Deputy Manager Administration**  
Period : January 2015 – October 2023

**Job Profile**

- Managing and monitoring Day to day Operations in the hospital performed by various departments.
- Handling Statutory Compliances and Monitor All Statutory Compliance Areas
- Facility management.
- To develop policies, collaborating with department heads and acting as the liaison between medical staff and governing boards.
- To take on initiatives to improve efficiency and ensure quality delivery of healthcare services to patients.
- To Plan, direct and coordinate various aspects of operating area.
- Ensure that operations run smoothly and according to Hospital policy.

## ***Resume of Shylesh Chandran***

- To facilitate direct assignments from Managing director and Vice president.
- Develop and document new procedures, and support the implementation of technological innovations throughout a facility.
- To monitor and systemize cluster of hospital unit pharmacies
- Ensuring Timely Implementation of the Project
- Liaisoning and Coordinating with Various Departments Within the hospital
- Active Participation in The Leadership Team For Strategic Business Planning, Implementation, Client Interaction Etc
- Ensure compliance with standard operating procedures and quality standards.
- Maintain a high level of rapport with hospital administration teams and medical consultants
- Ensure availability of all the process documents & other resources required for the hospital service.
- Project the requirements to management and get the required resources
- To ensure a well-managed and motivated unit operations team and secure hospital relationships
- Oversees all aspects of hospital administration and provide full administrative support to the hospital.
- Handle problems quickly and efficiently.
- Daily rounds to the wards and to ensure the operational activities are running smoothly.

Organization : **National Rural Health Mission**  
Designation : **Quality Assurance Officer**  
Period : April 2012 - January 2015

### **Job Profile**

- Accessing and assuring the quality in health care in Govt sector under the NRHM.
- Implementation and Maintenance of NABH accreditation activities in Govt. Hospitals in Pathanamthitta.
- Facilitating the QCI lab Accreditation program for Pathanamthitta district.
- Drafting and implementing the standards and manuals for KASH program.
- Implementation of Essential quality standard program for medical laboratories.
- Implementing National Health Mission's Guidelines and Policies of IMEP program and best in practice of Hospital infection control procedures throughout the Govt Hospitals in Pathanamthitta District.
- Implementation of quality improvement program in hospitals.
- Documentation and training related to Quality assurance Programme.
- Monitoring of the continuous quality improvement programme of the hospitals in the district.
- Facilitating the Quality services in Government hospital.
- Organising Training programs related to Quality, NABH Standards, KASH Standards, Lab Quality & Safety Programs, Hospital Infection Control Programs etc., in Regional, District and Institutions Levels.

## ***Resume of Shylesh Chandran***

- Co ordinating the health system strengthening in Trauma care network in the district.

Organization : **Asian Reproductive Medicine Centre (Calicut)**

Designation : **Manager -Operations**

Period : March2009 to April 2011 (**2 yrs 2 month**)

### **Job Profile**

- Developed and implemented effective systems and practices that have supported the management and staff in realizing the organizational objectives.
- Review, analyze, and suggest improvements to business and organizational systems and assist management in operating more efficiently and effectively.
- Ensured mutual trust, good will and understanding with customers, community and staff to build up a good image of the organization
- Managing day-to-day operations of the hospital by providing team Leadership
- Monitoring and revising hospital workflow
- Monitoring Inventory, Purchase and warehousing
- Monitor the operational data to direct appropriate action to be taken
- Oversee front end operations of hospital for inpatients and outpatients.
- Maintain interface with departmental personnel to ensure there is adequate space and facilities for patient care and coordination of facilities.
- Oversee patient care flow while redirecting and allocating resources
- Determine necessary space, equipment, supplies and support systems to ensure effective functioning of hospital.
- Take corrective action in situations requiring immediate intervention, including interpretation and administration of hospital policy and work rules
- Standard Collaborate with clinical and support staff to foster delivery of quality care
- Assist Patient Access Services in coordinating patient placement. Maintain visibility with hospital staff through rounds.
- Investigates problems, such as: working conditions, disciplinary actions, and employee and applicant appeals and grievances, According to circumstance, provides guidance and recommendations for problem resolution to departmental officials and individuals.
- Formulates and recommends program goals and objectives in all areas of employee relations.
- Develops, implements, and administers the management-labor relations area of the personnel program in an effort to improve labor relations
- Managing and controlling the human resource activities.
- Managing and Coordinating purchase & materials management.
- Involved in planning expansion of the facility & setting up other centres in kerala.

## ***Resume of Shylesh Chandran***

Organization : **Vasan Eye Care Hospital (Chennai)**  
Designation : **Assistant Manager-Operations**  
Period : Sep 2007 to Feb 2009 **(2yrs)**

### **Job Profile**

- Coordinating and Ensuring group operations of all centers in terms of Hospital management across Chennai.
- Developing and orienting " Referral team " on other packages and facilities
- Handling patient care services IP and OP
- Coordinating branch and out referral patients
- Motivating staff by conducting monthly surveys "Patient Satisfaction Survey", analyzing data and giving a presentation on the results to the management and staff.
- Preparation of quality procedures
- Ensure implementation and execution of quality procedures
- Framing Quality System Manual
- Instrumental in creation of Quality Circle for the department and Guiding and training them.
- Coordinating NABH process.
- Oversee Front end Operations of Hospital for patients and Theatre management.
- Handle team of all Department heads.
- Report to Top Management on Hospital MIS.
- Participate in NABH auditing as an internal Quality Auditor.
- Assist in conducting and reporting the Data Analysis as and when required

Organization : **Indian Institute of Welding Technology (Kochi)**  
Designation : **Administrative Officer**  
Period : Aug 2001 to Aug 2005 **(4yrs)**

### **Job Profile**

- Managing the day to day operations of the institutions
- Resolving problems at managerial level
- Support and drive strategic firm initiatives
- Developing and Implement administrative policies and procedures
- Managing the staff and HR activities
- Review the working of staff and put up the report to the director periodically
- Supervising the accounts and finance management
- Coordinating and controlling the purchase activities.
- Facilities management and liaison activities.

### **STRENGTHS**

- Excellent inter-personal skills and communications skills
- Experience in management activities
- Ability to monitor the projects effectively
- Excellent knowledge in planning and monitoring
- Highly dedicated to work for successful completion of task
- Dynamic, self driven and proactive in nature
- Having adequate leadership qualities to accomplishing tasks.
- Well experienced in General Administration, Dept designing & planning and Supervising Quality Assurance Activities in Hospitals & Health care Organisations.

**ACHIEVEMENTS**

- Implemented excellent customer relations management in ARMC.
- Successful project implementations on Ooty health care pvt Ltd.

**AREAS OF INTERST**

- Operations & Administration
- Planning and decision making
- Human Resource
- Management Information System
- Hospital Information System

**PERSONEL PROFILE**

Date of Birth : 23<sup>rd</sup> October, 1978

Marital Status : Married

Nationality : Indian

Passport No : T4676037

Languages Known: English, Hindi, Malayalam, Tamil.

**SHYLESH**