

MANJUSHA KRISHNA
Mobile: 09XXXXXXXX0 / 09XXXXXXXX7~ E-Mail:xxxxxx@yahoo.com

1 Retained only the relevant contact details

JOB OBJECTIVE

Seeking senior managerial assignments in Operations Management with an organization of repute in Healthcare / Consulting sector

2 Crisp objective statement with specific attributes about targeted job role

PROFILE SUMMARY

- Over 12 years of experience in Strategy Planning, Operations Management, Administration, and Human Resource Management in the Healthcare sector
- Extensive experience in developing plans & SOPs for overall management, supervision and implementation of health programmes
- Actively involved in developing marketing campaigns and handling cost saving initiatives in the processes
- Excellent leader with exposure in conceptualizing measures to optimize the resource / capacity utilization
- Adept at handling day-to-day administrative activities in coordination with internal / external departments
- Holds the distinction of designing training modules and organizing team building events across career
- Strong communicator with the ability to ensure execution of the time-bound deliverables

3 Rewrote and represented the Profile Summary and Core Competencies sections to give a complete overview of the candidate's skills and background

CORE COMPETENCIES

Hospital Administration

- Handling administrative matters in Hospitals, scrutinizing work / performance of other functional groups and providing assistance to improve their functioning and processes
- Ensuring proper implementation of policies for promoting & protecting health, safety & environment and organisational effectiveness

Operations Management

- Monitoring the operations related to human resources, diagnostic functions, customer care, medical records, engineering, maintenance, biomedical waste management and security
- Planning effective control on materials and inventory, overseeing the maintenance of Hospital building / components including interior utilities and equipment

Finance Operations

- Monitoring the expenses of the units and developing a process to enhance profitability
- Overseeing tasks related to salary & payroll management & carrying out vendor & merchandiser negotiations

HR Management

- Identifying candidates on the basis of technical requirements and managing the appraisal process linked to reward management
- Conceptualizing & effectuating training & development initiatives for improving employee productivity

ORGANISATIONAL EXPERIENCE

Vaatsalya Group of Hospitals, Bangalore **Zonal Head - Operations** **Since Jul'10**

Role:

- Supervising the overall management and day-to-day operations of 6 Units /Hospitals in Andhra Pradesh
- Facilitating the operational management initiatives, managing the health plans and integrating delivery systems to achieve organizational objectives
- Handling the recruitment of personnel and identification of Consultants
- Developing & implementing the staffing norms, performance appraisal and HR reports
- Accountable for implementing the evolving HR practices in the industry
- Carrying out effective vendor and merchandiser negotiations
- Driving the inventory replenishment process and generating revenue
- Responsible for streamlining procedures and preparing the SOP for smooth operations
- Taking part in the community events, overseeing quality assurance and leading compliance functions

Accomplishment:

- Holds the credit of achieving target matrix of 99% as assigned by top management
- Instrumental in hiring Consultants and increasing surgeries, thereby improving the profitability of the company

PVS Memorial Hospital, Kochi, Kerala **Manager – Operations** **Feb'06 – Jun'10**

Accomplishments:

- Actively involved in developing & implementing operational systems for the New Kidney Transplant Cell
- Steered efforts for restructuring & creating a new system for 24-hour patient service
- Instrumental in initiating ICD coding for processing patient files
- Played a pivotal role in streamlining the computerized management of medical records/ reports
- Effectively organized the expansion programme for conversion to 500 Bedded Hospital
- Successfully assured swift resolution of customer/ user complaints in a professional manner
- Significantly enhanced the productivity by educating staff and streamlining work procedures

4 Revised layout and used precise sentences to enhance aesthetics and readability

PREVIOUS EXPERIENCE

S. L. Raheja Hospital, Mahim, Mumbai	Manager - Operations	Sep'03 – Nov'05
MGM Hospital, Vashi, Navi Mumbai	Administrator	Oct'01 – Jul'03
Charak Hospital, Indore	Administrator	Aug'00 – Aug'01

TRAINING

- Smart Gold Training at Navgati, Bangalore in 2012

EDUCATION

- MBA (Hospital Administration) from I.M.S., Devi Ahilya University, Indore (M.P.)
- Post Graduation from IMS, Devi Ahilya University, Indore (M.P.)

IT Skills: MS Office, Windows and Internet Applications

PERSONAL DETAILS

Date of Birth: XXth January, 19XX
Address: CXX/03, XXX Apartments, XXX Park, Vishakhapatnam. Andhra Pradesh
Languages Known: Hindi, English, Malayalam, and Tamil
Location Preference: Vishakhapatnam and Hyderabad