

LARISSA GONSALVES

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Location: Sharjah, U.A.E



Operations Supervisor

Result-driven, highly tactful and diplomatic individual, demonstrating constant interest in learning and specializing in Administration and Clinic Operations having over 10 years of experience, currently working as a Branch Manager having 7 years of experience in healthcare industry, with a key interest in pursuing a career in Clinic Operations.. Proven expertise in identifying, proposing and delivering process improvements to existing processes. Possessing impeccable communication skills, strong work ethic and a keen desire to absorb and grow within a firm and work as a part of a team and manage several priorities at a given time. Led and managed daily operations of the clinic to ensure efficient service delivery and high-quality patient care. Oversaw staff recruitment, training, and performance management, fostering a collaborative and motivated work environment. Developed and implemented strategic plans to achieve clinic goal, including financial targets, patients satisfaction, and compliance with healthcare regulations. Managed budget, monitored inventory, and optimized resource utilization to improve operational efficiency. Creative individual with loads of confidence, ready to tackle new challenges head-on. Extremely robust and motivated individual seeking opportunities to further enhance the skills in Healthcare Administrator Management and advance the career in a growth oriented organization.

Key Achievements

- ✦ Achieved highest branch revenue by organizing medical camps and optimizing doctors consultation schedules..
- ✦ Achieved branch revenue growth year on year through service upgrades and patient retention.
- ✦ Improved patient satisfaction scores by retraining staffs.
- ✦ Maintained 5 stars google rating by resolving 95% patient complaints within 24 hours.
- ✦ Successfully launched new services increasing in overall patient flow.
- ✦ Increased per day patient flow in new branch from 2 to 17 by organizing camps and marketing support..

Core Competencies

Teamwork	Financial Management	Adaptability
Documentation Skills	Organizational Development	Planning Skills
Operations Management	Communication Skills	Relationship Management
Conflict Resolution	Interpersonal Skills	Process Improvement
Customer Relation	Multi Tasking	Creative
Employee Relations	Corporate Governance	Leadership Skills

Occupational Contour

Responsibilities:

- ✧ Manage the day-to-day operations of a multi-specialty outpatient clinic, including administrative, financial, clinical, and staffing responsibilities.
- ✧ Develop protocols and procedures to improve staff productivity.
- ✧ Provide regular reports and feedback to senior management.
- ✧ Maintain positive relationships with physicians and staffs.
- ✧ Plan and manage the clinic's budget and approve payroll.
- ✧ Perform quarterly and annual employee reviews and provide constructive feedback on their performance to help them meet professional goals.
- ✧ Prepare and present regular reports on branch performance, financial status, and customer feedback to senior management.
- ✧ Resolve customer complaints and employee issues in a timely and professional manner.
- ✧ Provide solutions to operational challenges and improve overall branch performance.
- ✧ Coordinate local marketing initiatives and community outreach programs to promote the branch and attract new customer
- ✧ Oversee branch budget, expenses, and profitability, ensuring financial targets are met.

Aster DM Healthcare <i>Senior Associate (Clinic Operations)</i>	Dubai, UAE	April 2021 to June 2022
Aster DM Healthcare <i>Customer Service Executive (Front Desk)</i>	Dubai, UAE	Aug 2018 to April 2021
Right Jobs Solutions <i>Recruiting Consultant</i>	Mumbai	Feb 2018 to May 2018
Hazel Construction <i>Admin Assistant</i>	Mumbai	March 2014 to Feb 2018

Academic Credentials

B.Sc Zoology <i>Shridhar University</i>	2013
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IT Proficiency

- **MS OFFICE**
- **Tally ERP 9**
- **Lifetrenz**

Awards and Certifications

- ✧ *Aster S.E.R.V.E*
- ✧ *Aster Ambassador Award*
- ✧ *Aster Well Done Award*
- ✧ *Certification for participation in Aster Fights Diabetes (Guinness World Record)*
- ✧ *Fire and Safety Certification Level 1*

Personal Dossier

Nationality : Indian
Date of Birth : 20th May, 1992
Linguistic Skills : English, Hindi, Marathi, Arabic (Basic)
Driving License : Yes (Owning Car)

References to be furnished on request