

HIBA K S

Healthcare Operations & Administration Professional

(MBA Graduate | Lean Six Sigma Yellow Belt)



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CAREER SUMMARY

MBA graduate specialized in **Healthcare Management and HR**, with experience in improving operational workflows and client satisfaction. Excelled as an **Operations Executive in Oman**, overseeing day-to-day operations, managing client portfolios, and leading successful team initiatives. Also, worked within a **300 bedded NABH accredited hospital** coordinating onboarding activities and managing 200+ employee records. Eager to drive measurable impact through realistic solutions in the healthcare sector

CERTIFICATIONS

LEAN SIX SIGMA YELLOW BELT CERTIFICATION

AIGPE

QUALITY MANAGEMENT

Great Learning Academy

DIPLOMA IN HEALTHCARE ADMINISTRATION AND MANAGEMENT

Udemy

ESSENTIAL MEDICAL TERMINOLOGY

Billiards Training Academy

CERTIFICATE IN MEDICAL RECORDS MANAGEMENT

Billiards Training Academy

HEALTHCARE ORGANIZATION OPERATIONS SPECIALIZATION

Rutgers University

LANGUAGES

- English (Fluent)
- Malayalam (Native)
- Hindi (Fluent)

VISA DETAILS

UAE Resident -
Family Visa
(Immediate Joiner)

PROFESSIONAL SKILLS

- Healthcare Administration**
- Operational Management and Workflow Optimisation
- Familiarity with **Medical Terminology**
- Maintained compliance with regulations through a specialized understanding of HIPAA, NABH, and JCI standards
- Client **Relationship Management**
- Recruitment and Onboarding Procedures in Healthcare (Internship experience)
- Strong Verbal and Written Communication (Multilingual)
- Proficiency in MS Office Suite and CRM systems

EDUCATION

MBA, Healthcare Management and HR June 2022
GIM | Bharathiar University | Grade : 83% Coimbatore, Tamil Nadu

Bachelor of Business Administration April 2020
St. Mary's College | Calicut University | Grade 85% Thrissur, Kerala

Higher Secondary March 2017
M.E.S Indian School | CBSE | Grade : 86% Doha, Qatar

PROJECTS

- Project Title : Employee Engagement Practices to Retain Nurses**
Project area : Healthcare Management
Location : Multi-specialty Hospitals, Kunnammkulam, Kerala
- Project Title : A Study on Employee – Employer Relationship**
Project area : Human Resource
Company : Classic Paint Rollers and Allied Products
Location : Kanyippayur, Thrissur, Kerala

WORK EXPERIENCE

DM Consultants | Oman

March 2023 – May 2024

Operations Executive

- **Streamlined operational workflows** managing client cases and maintaining a clear track record of client files
- Revamped the client onboarding process by providing new resources and FAQs on complex immigration policies; resulted in a 15% decrease in initial client confusion and increased positive feedback
- Expedited critical process updates across the UAE, India, and Saudi Arabia offices using a centralized communication platform
- Managed application intake process using **CRM system**, decreasing processing time by 15% and improving data accuracy by 20% for over 200 monthly applications
- Implemented digital automation of client files, decreasing average processing time from 7 to 5 days
- Built strong client relationships, resolving concerns within 24 hours with professionalism and empathy contributing to a **30% increase in client retention and brand loyalty**

Amala Institute of Medical Science | Thrissur, Kerala

Aug 2022 - Jan 2023

HR Coordinator

- Aligned efforts in updating and digital recording of 200+ employee files, ensuring accuracy and timely updates for new hires and resignations
- **Managed patient scheduling** and information within the CRM system, ensuring regulatory compliance and maintaining a 99% accuracy rate in **patient data entry and record keeping**
- Drafted and published 15+ job descriptions while coordinating responses from candidates and scheduling 30+ interviews with healthcare department heads
- **Coordinated orientation program** for 50 newly hired healthcare professionals, including doctors and nurses, achieving a 95% satisfaction score in post-orientation surveys
- Compiled employee attrition data, identifying lack of career development opportunities as the primary cause, and presented findings to senior HR personnel to fix the three biggest causes of attrition.

AWARDS AND ACHIEVEMENTS

- Spearheaded the planning and execution of over 5+ company events and seminars across Oman enhancing DM's overall brand visibility
- Played a key role in the **Happiness Committee (DM Consultants, Oman)** contributing to the internal team dynamics, organizing stress-relief activities and promoting workplace engagement rate
- Recognized as the **'Best Outgoing Student' (BBA Batch 2017-20)** for exceptional academic performance and active contributions to college initiatives and events
- Elected as the **'Official Batch Representative' for 3 consecutive years in BBA**
- Awarded the title of **"Subject Topper in English"** (Grade 12), demonstrating exceptional language proficiency and dedication to academic excellence among peers
- Hosted and coordinated business management programs both in college and at work. Recently served as the anchor for the **"MINDROID 2K25"** event at Calicut, Kerala