

RINTOMON JOY

Healthcare Customer Service Professional



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Fujairah, UAE



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PERSONAL DETAILS

Nationality : Indian
Date of Birth : 13.10.1989
Gender : Male
Marital status : Married
Passport No : V7443850
Expiry Date : 01.03.2032
Visa Status : Spouse Visa
Driving License : UAE

EDUCATION

2013 - 2015

MASTER OF SOCIAL WORK (Medical & Psychiatry)

Bharathiar University, India

2009 - 2012

B. A ECONOMICS

Mahatma Gandhi University, Kerala,
India

2006 - 2008

HIGHER SECONDATRY

Board of Higher Secondary Examination
Kerala, India

REGISTRATION

Kerala Association of Professional
Social Workers (KAPS)

Registration Number: 2089/KTM/512

PROFILE SUMMARY

A job position that allows the maximum utilization of my educational qualification and professional skills and experiences for increasing the satisfaction level of client, an exemplary way through which the organizational goals can be achieved well as my career to be reached to an expected status.

WORK EXPERIENCE

Team Leader- Operations and Facility Management

Believers Church Medical College Hospital, Thiruvalla, Kerala, India

27.03.2023 – 06.12.2024

- Lead and manage daily hospital operations to ensure smooth functioning of facilities and support services.
- Identify and Coordinate routine maintenance, repairs, and inspections like HVAC, electrical, plumbing, lighting, etc
- Maintain facility records, asset inventories, floor plan and documentation
- Manage relationships with vendors, contractors, and other service providers
- Assist with Hospital space planning, OPD seating arrangements and workspace optimization
- Coordinate office moves, reconfigurations, and furniture installations
- Handle facility-related requests and work orders in a timely manner
- Assist with meeting room setups, Event coordination and catering arrangements
- Support access control systems, key management, and security protocols
- Assist in emergency response planning mock drills, fire drills, evacuation procedures, etc.
- Creating a comprehensive branding strategy that aligns with the hospital's mission, values, and target audience
- Ensuring consistent use of the hospital's logo, Signage, color palette, typography, and other visual elements across all platforms
- Tracking the effectiveness of branding initiatives, like Hoardings, Hospital Direction Board, Signages and making adjustments as needed

Sr. Executive Healthcare Promotions, Business Development

Pushpagiri Medical College Hospital, Thiruvalla, Kerala, India

July 2022-Nov2022

- Managed healthcare promotions and marketing strategies for hospital services.
- Developed campaigns to increase awareness about hospital facilities, treatments, and healthcare programs.
- Collaborated with the management to identify target audiences and appropriate marketing channels.
- Designed promotional materials, including brochures, social media content, and advertisements
- Conduct medical camps, Promotion activities

SKILLS

- Coordination
- Speaking and Critical thinking
- Persuasion
- Judgment and Decision Making
- Attention to Detail
- Empathy
- Multi-tasking
- Interpersonal communication
- Negotiation
- Active listening
- Emotional intelligence

LANGUAGE KNOWN

- English
- Hindi
- Malayalam
- Tamil

AREAS OF EXPERTISE

- Patient Relations & Customer Service
- OPD & Front Office Management
- Public Relations
- E D Management
- Grievance Redressal
- Facility Management
- Pre Post Surgical Counseling
- Social work
- Family Counseling
- Healthcare Promotion and marketing
- Excellent knowledge in medical terminology and hospital bill

COMPUTER PROFICIENCY

- MS Word
- MS Excel
- MS Power Point

Sr. Patient Relations Executive /Medical Social Worker

Little Flower Hospital & Research Centre, Angamaly, Kerala, India
Feb 2017- June 2022

- Greets patients and their families and find out the nature of their enquiry.
- Provided counseling and social services to patients and their families to address emotional, social, and financial issues.
- Develops and maintains the feedback, complaint procedure for customers to use and receive redressal.
- Advocates for patients and their families' rights and responsibilities, information and education
- Provide information about treatment cost, surgical counseling, medical insurance details.
- Assisted in discharge planning, helping patients and families understand care plans and community resources.
- Investigate patients/ visitors concerns and implements appropriate courses of action.

Patient Relation Coordinator (Emergency Department)

Jubilee Mission Medical College Hospital, Thiruvalla, Kerala, India
May 2016 – Dec 2016

- Acted as the main point of contact for patients and their families in the Emergency Department.
- Managed patient intake, ensuring a smooth admission process and timely communication of patient information to medical staff.
- Coordinated patient care, facilitating communication between patients, families, and healthcare providers.
- Ensured patient comfort and addressed any concerns or complaints promptly
- MLC Registration and Police intimation

Voluntary Social Worker

Indian Red Cross Service Society, Kottayam, Kerala, India
May 2015 – May 2016

- Assisted in various community health programs, including blood donation drives, health awareness campaigns, and disaster relief operations.
- Supported medical teams in providing emergency assistance during natural disasters and community health crises.

REFERENCE

Mr. Rajesh Chacko

Manager Administration and Hospital Operations Believers Church Medical College Hospital, Thiruvalla, Kerala, India
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Mr. Prince K. S

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Dr. Stigi Joseph

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DECLARATION

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge

RINTOMON JOY