

# ABSHAR P

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## PROFESSIONAL SUMMARY

A resourceful and results-oriented professional with diverse experience spanning healthcare operations, hospitality management, and sales leadership. Adept at optimizing processes, coordinating multidisciplinary teams, and ensuring compliance with quality and regulatory standards. Skilled in strategic planning, workflow improvement, and customer relationship management. Committed to delivering operational excellence, driving team performance, and ensuring exceptional service through effective leadership, communication, and collaboration.

## KEY SKILLS

- Hospital Operations & Administration
- Patient Coordination & Support
- Medical Supply Chain Management
- Staff Leadership & Training
- Quality & Compliance Management
- Healthcare Documentation & Reporting
- Customer Service Excellence
- Sales Strategy & Business Development
- Market Research & Client Relations
- Process Optimization & Efficiency
- Team Collaboration & Supervision
- Communication & Interpersonal Skills

## WORK EXPERIENCE

### HOSPITAL OPERATIONS

*(MAR 2024 - JUN 2024)*

*ASTER MIMS, KOTTAKKAL, KERALA, INDIA*

- Oversaw day-to-day hospital operations, ensuring smooth coordination of patient admissions, transfers, and discharges.
- Organized appointment schedules to improve patient flow and minimize delays.
- Assisted in implementing service improvement initiatives to strengthen patient satisfaction and clinical efficiency.
- Supervised inventory management of medical and pharmaceutical supplies, maintaining optimal stock levels at all times.
- Supported cross-departmental communication between medical, nursing, and administrative teams for effective patient care delivery.
- Maintained strict adherence to hospital policies, regulatory standards, and patient confidentiality requirements.
- Contributed to documentation, billing coordination, and record maintenance for operational accuracy.
- Assisted in supply chain coordination to ensure timely availability of essential materials and equipment.

### OUTLET SUPERVISOR

*(SEP 2023 - FEB 2024)*

*PIZZAMAN CAFE, COCHIN, KERALA, INDIA*

- Directed overall café operations, supervising staff performance, and ensuring adherence to service quality standards.
- Managed daily sales, order processing, and vendor coordination for uninterrupted business flow.
- Trained and motivated employees to deliver excellent customer service and maintain operational discipline.
- Oversaw inventory tracking, procurement, and cost control to achieve profit targets.
- Implemented hygiene, sanitation, and food safety measures as per regulatory guidelines.
- Prepared and analyzed business reports to assess productivity and identify performance gaps.
- Partnered with marketing teams to plan promotions and boost brand visibility.

## **SALES MANAGER**

*(DEC 2022 – JUN 2023)*

*NEXT MOVE GROUP, CHANGARAMKULAM, KERALA, INDIA*

- Spearheaded sales operations, mentoring team members to achieve organizational revenue and performance goals.
- Formulated and executed effective sales strategies to strengthen client base and maximize market penetration.
- Established and maintained long-term client partnerships through strong communication and negotiation skills.
- Conducted detailed market analysis to identify emerging opportunities and trends.
- Streamlined CRM processes to enhance lead tracking, conversion, and client retention.
- Prepared business forecasts, sales budgets, and management reports for strategic planning.
- Coordinated with leadership to develop pricing models and promotional campaigns to drive growth.

## **EDUCATION**

- **POST GRADUATE DIPLOMA IN HOSPITAL ADMINISTRATION | 2023-2024**

International Business School of Scandinavia

- **BACHELOR OF COMMERCE IN COMPUTER APPLICATION | 2020-2023**

Calicut University

## **TECHNICAL SKILLS**

- Tally
- Excel
- Quality Department
- Emergency Department
- Operations

## **LANGUAGES**

- English
- Hindi
- Malayalam