

PRASHANTH RUDOLF CORNELIO

+971502892684 / 0561618164 · rudolf.perform@gmail.com
DUBAI, UAE



CLINIC MANAGER OPERATIONS

Accomplished professional with extensive expertise in P&L Management, Business Development, and Clinical Operations. Demonstrates strong Financial Reporting and Negotiation skills, complemented by a deep understanding of Healthcare Law and Human Resource principles. Proven track record in client relationship management and team leadership, driving operational excellence within Hospital and Clinic management systems. Committed to leveraging communication skills to enhance organisational growth and efficiency

SKILLS AND EXPERTISE

P&L Management
Business Development
Clinical Expertise

Financial Reporting
Negotiation Skills
Client Relationship Management

Team Leadership
Communication
Operations Management

PROFESSIONAL EXPERIENCE

MEDEOR HOSPITAL 24*7/LLH Medical Centre | Dubai

Jan 2023 - Aug 2024

Clinic Manager/Senior Operations

Clinic Operations, Managing Staff, Budget and Compliance. Financial Management. Patient Care Coordination. Managing HR issues, Resolving Conflicts and Driving Employee Engagement.



Responsible for:

- Regularly assessed employee performance. Developed unit Performance Improvement Projects annually. Oversaw daily clinic operations.
- Maintained current clinic income records. Established annual goals, objectives, and budget.
- Ensured a safe working environment. Complied with safety, infection, and security policies.
- Developed and implemented department training programs.
- Ensured employee licenses and CPD are up to date. Maintained compliance with Clinic and DHA training requirements. Developed procedures for optimal patient care
- Promoted reporting of incidents and customer complaints. Improved patient and family care through satisfaction surveys. Managed administrative functions for efficient operations.

RIGHT HEALTH HOLDINGS | Dubai

July 2021 - July 2022

Clinic Manager

Healthcare policy and advocacy. Coordinating staff schedules. Manage finances. Monitor budgets and prepare reports. Healthcare finance.



Responsible for:

- Actively engaged in clinic-wide performance improvement activities.
- Liaised with healthcare professionals and patients on treatment plans.
- Ensured all new staff completed documented departmental orientation.
- Coordinated area work for efficient unit functioning.
- Fostered staff participation in improving quality patient care in a diverse environment.
- Participated in job safety analysis to eliminate hazards and prevent accidents.
- Managed and approved refunds, bill cancellations, and patient entitlements.
- Analyzed under recoveries and cost estimates by follow ups

ASTER DM HEALTHCARE | Dubai

Sep 2016 - June 2021

Admin Officer

Maintaining accurate patient records. Take ownership of customer issues. Collect accurate customer feedback. Resolve customer complaints. Insurance Approval.



Responsible for:

- Ensured accurate flow of medical information and patient data. Submitted reimbursement claims.
- Communicated with billing specialists to ensure accurate treatment codes.
- Managed client schedules for pre-scheduled appointments.
- Received and reconciled cash, checks, and credit card payments.
- Complied with cash handling policies and procedures.
- Acted as liaison with payment parties to investigate claims.
- Served as liaison between insurance carriers, staff, and patients. Resolved concerns and maintained positive relationships. Enquired insurance eligibility of every patients before the claim submission.
- Maintained a database of incoming and outgoing calls.
- Entered patient information into the Hospital Information System.
- Recommended and implemented process improvements.

PERFORM MEDIA GROUP | India

Sep 2013 - April 2016

Live Channel Scheduler/Content Editor

Creating and Managing the daily and weekly schedules for Sporting Media Channel, ensuring the smooth and efficient flow of programming



Responsible for:

- Collaborated with content head, editors, and show teams on Sporting campaigns.
- Created and edited Live Sports events.
- Monitored and adjusted Live Sporting activities by performance metrics.
- Coordinated design and production of live events collateral as per the marketing plan.
- Collected feedback and created reports. Presented improvement proposals to management.
- Updated all sporting events in the system toolkit.
- Created engaging broadcast content.

EDUCATION

St Aloysius College

Bachelor of Commerce(Financial Accounting, Business Management, Computer Science, Human Resource)

Alison

Diploma in Marketing

Hospital Management System

Lifetrenz, Insta, SAP

LANGUAGES

English, Hindi, Kannada, Konkani, Malayalam, Tulu

References are available on request.