



JAKSY KALARIKKAL ANTONY

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SUMMARY

Proactive Administrative Executive with 1 year of experience in hospital administration, including front office management, patient coordination, and operational support. Skilled in record-keeping, scheduling, and assisting management to ensure efficient and smooth healthcare operations. Committed to delivering professional service and supporting a well-organized hospital environment.

WORK EXPERIENCE

Assistant Operations Executive Lourdes Hospital, Ernakulam

July 2024 - August 2025

- Managed front office operations, including reception, patient inquiries, and appointment scheduling.
- Maintained and organized patient records, staff files, and office documents.
- Scheduled and coordinated OP/IP rounds, meetings, and hospital events.
- Assisted management with reports, correspondence, and day-to-day administrative tasks.
- Handled office supplies, equipment, and vendor communications to ensure smooth operations.
- Addressed patient and staff queries promptly, maintaining professional communication.

EDUCATION

Postgraduate Diploma in Hospital Administration

2023 - 2024

IBIS ACADEMY OF HIGHER EDUCATION, ERNAKULAM
(IACET - USA ACCREDITED)

Bachelor of Computer Application

2019 - 2022

KMEA COLLEGE OF ARTS AND SCIENCE
MG UNIVERSITY

SKILLS

- Customer Service & Patient Engagement
- Microsoft Office Suite & Hospital Management Systems
- Communication, Teamwork & Interpersonal Skills
- Front Office Operations
- Documentation & Compliance Management
- OP/IP Coordination & Event Support
- Time Management & Confidentiality
- Appointment Scheduling & Billing Support
- Patient Data Entry & Record Management

CERTIFICATIONS

- Employability Skills Training (Mahindra Pride, 2019)
- Python Programming Internship (LCC, 2022)