



# MUHAMMED FARHAN

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## PROFILE

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### HOSPITAL ADMINISTRATOR

Hospital Administration postgraduate with structured exposure to hospital operations, quality management systems, accreditation preparedness, and patient service coordination. Demonstrated capability in supporting NABH documentation, operational audits, patient feedback analytics, insurance coordination, and interdepartmental process execution. Adept at aligning administrative workflows with compliance, quality benchmarks, and service efficiency across multi-specialty hospital environments.

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## WORK EXPERIENCE

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### Hospital Administration Intern

May 2024 – May 2025

Indira Multispecialty Hospital, Mangalore, India

- Supported clinical coordination activities, including patient registration, appointment scheduling, care pathway guidance, and follow-up coordination.
- Facilitated multidisciplinary coordination between physicians, nursing staff, radiology, and diagnostic units to optimize patient flow and reduce waiting times.
- Assisted the Quality Department with internal audits, documentation review, SOP control, and gap analysis in alignment with NABH standards.
- Supported patient service issue resolution through effective communication, coordination, and service recovery assistance.
- Assisted HR teams in staff training coordination, induction support, recruitment documentation, and employee engagement activities.
- Managed and coordinated Preventive Health Check-up Lounge operations, ensuring efficient scheduling, patient flow, and service delivery.

### Assistant Accountant (Internship)

April 2023 - October 2023

Unicorn Logistics, Kochi, India

- Handled journal entries, account reconciliation, and invoicing using Tally ERP.
- Supported GST entries, payroll assistance, and monthly financial reporting.
- Coordinated with the finance team for compliance and internal audits.

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## CORE COMPETENCIES AND SKILLS

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- **Hospital Operations Management:** End-to-end coordination of administrative workflows across clinical and non-clinical departments to ensure continuity of care and SOP adherence.
- **Quality & Accreditation Support:** Active involvement in audit preparation, quality reviews, documentation control, and compliance activities aligned with NABH and JCI standards.
- **Documentation & Reporting:** Structured maintenance of hospital records, audit files, MIS reports, policies, and compliance trackers to support governance and decision-making.
- **Training & Compliance Support:** Coordination of staff training schedules, maintenance of training records, policy dissemination, and support for regulatory compliance initiatives.

- **Interdepartmental Coordination:** Cross-functional liaison to track deliverables, manage escalations, and align departmental outputs with organizational objectives.
- **Patient Services Administration:** Support for IP/OP admissions, discharge coordination, patient assistance, and feedback analysis to enhance service delivery efficiency.
- **Insurance & Billing Coordination:** Assistance with insurance documentation, verification processes, and interdepartmental follow-ups to support timely claim processing.

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## TECHNICAL SKILLS

- **MS Office:** Proficient in Word, Excel, PowerPoint, and Outlook for hospital documentation, MIS reporting, data tracking, and official communication.
- **Hospital Information Systems:** Working exposure to HIS platforms for patient data handling, workflow coordination, and administrative reporting.
- **Data Analysis:** Use of Excel dashboards, data validation, and basic Power BI reporting for performance monitoring and operational insights.
- **Documentation Management:** Preparation and maintenance of digital records, audit files, policies, and compliance trackers aligned with hospital standards.
- **Communication Tools:** Email-based coordination, meeting documentation, and structured follow-ups to support interdepartmental execution.

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## EDUCATION

- **Master's in Hospital Administration** | Yenepoya University, Mangalore, India | 2023-2025
- **Bachelor of Business Administration** | Kannur University, Kerala, India | 2020-2023
- **Diploma in Practical Accounting & Taxation** | NCVRT, New Delhi, India | 2024

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## CERTIFICATIONS

- **Google Digital Marketing & E-commerce** – Google (Coursera) | August 2025
- **Human Resources Analytics** – University of California, Irvine (Coursera) | October 2024
- **Healthcare Financial Management Fundamentals** – Northeastern University (Coursera) | May 2024
- **Excel Basics for Data Analysis** – IBM (Coursera) | April 2024
- **Introduction to Data Analytics** – IBM (Coursera) | February 2024
- **International Leadership and Organizational Behavior** – Università Commerciale Luigi Bocconi (Coursera) | December 2023

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## ACADEMIC PROJECTS

- **A Cross-Sectional Study on Healthcare Providers' Perspectives of the Marketing Mix in a Multispecialty Hospital**
- **Assessing the Turnaround Time of Dispensing Medicine and Patient Satisfaction with Medication Counseling in the Pharmacy**

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## PERSONAL DETAILS

- **Languages** : English, Malayalam
- **Passport No.** : S5263599
- **Nationality** : Indian
- **Visa Status** : Visit Visa
- **Availability** : Immediate Joiner