

# JOBIN SUNNY

## Healthcare administrator

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MBA graduate in Hospital Administration with strong healthcare management and business skills. Skilled in optimizing operations, implementing strategic solutions, and enhancing patient care. Proven ability to drive efficiency, foster teamwork, and contribute to organizational growth and patient satisfaction.

## Work Experience

**Senior Associate – Patient Experience Management** September 2024 – December 2025

*Manipal Hospital | Bengaluru, India*

Senior Associate at Manipal Hospital, managing patient experience, improving services, ensuring satisfaction, and supporting smooth hospital operations.

- Resolved billing inquiries and payment issues, ensuring transparency and fostering positive relationships with patients.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Assisted in managing patient registrations and appointments, ensuring streamlined processes and reduced wait times.
- Delivered exceptional customer service by promptly addressing patient inquiries, enhancing overall patient satisfaction and trust.

**Operations Intern** March 2024 - May 2024

*Narayana Institute of Cardiac Science | Bangalore*

Completed a three-month internship in Operations at Narayana Institute of Cardiac Science, Bangalore.

- Conducted a study on the average length of stay (ALOS) of cardiac patients, analysing workflow data to identify process improvement areas.
- Gained cross-functional exposure in CSSD, Cath Lab, Emergency Department, OPD, Medical Records, and Linen & Laundry, contributing to workflow optimization, digital record management, and service efficiency enhancement.
- Engaged in training sessions to learn healthcare protocols, developing foundational knowledge in patient care operations.

**Administrative Intern** September 2023

*PRS Hospital, Trivandrum, Kerala | Trivandrum*

Completed a one-month internship in the HR department at PRS Hospital, Trivandrum, Kerala.

- Supported the preparation of reports and presentations, contributing to informed decision-making by management and staff.
- Collaborated with team members on departmental projects, enhancing teamwork and achieving collective goals in a timely manner.
- Supported the coordination of departmental meetings, contributing to improved communication and decision-making processes.

### **Operation Theatre Technician** April 2021 – October 2021

RL Jalapa Hospital and Research Centre | Kolar, India

Completed a six-month internship as an operation theatre technician at RL Jalapa Hospital and Research Centre.

- Prepared operating rooms by ensuring all surgical instruments and supplies were sterile and organized for procedures.
- Assisted surgical teams by providing necessary instruments during operations, contributing to efficient surgical workflows.

## **Projects**

### **STUDY ON THE LENGTH OF STAY FOR CARDIAC SURGERY ADULT PATIENTS** April 2024 - May 2024

This project employs an observational study design to investigate various factors that influence Length of Stay of cardiac surgery adult patients at Narayana Institute of Cardiac Science, Bangalore.

## **Skills**

- Time management
- Quality assurance
- Medical records management
- Appointment management
- Patient relationship management
- Patient satisfaction enhancement
- Interdepartmental collaboration
- Presentation development

## **Education**

**JSSAHER** October 2022 – August 2024

**MBA** - Hospital Administration

**SDUAHER** August 2017- January 2021

**Bachelor of Science** - Operation Theatre Technology

**Sree Narayana Trust** September 2017 – March 2017

**High secondary**

## **Languages**

Malayalam, English, Tamil, Kannada, Hindi