

Abhila Prabhakaran

Customer Relations & Operations

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Professional Summary

Healthcare operations professional with 8+ years of experience in patient administration, crisis management, and customer relations in multi-specialty hospitals and clinics. Proven ability to optimize workflow efficiencies, enhance patient satisfaction, and implement process improvements in fast-paced healthcare environments. Strong expertise in crisis resolution, compliance management, and stakeholder coordination. Passionate about delivering operational excellence and patient-centered care.

Core Skills & Expertise

- Healthcare Operations & Administration
- Crisis Management & Conflict Resolution
- Patient Experience & Customer Relations
- Workflow Optimization & Process Improvement
- Compliance & Regulatory Adherence
- Scheduling & Resource Management
- Stakeholder Engagement & Team Leadership
- Data Analysis & Healthcare Technology

Professional Experience

- **Aster DM Healthcare Clinics, Dubai, UAE** 2023 - Present
Associate - Patient Administration
 - Serve as the first point of contact for patients, ensuring smooth registration, scheduling, and service coordination.
 - Manage patient grievances efficiently, achieving a 30% improvement in issue resolution time.
 - Ensure compliance with regulatory policies by maintaining accurate records and documentation.
 - Collaborate with cross-functional teams to streamline administrative processes, reducing wait times and enhancing patient flow.
- **Sugar.fit, Bengaluru, India** 2019 - 2023
Senior Customer Relations and Operations Manager
 - Spearheaded customer operations and process improvements, increasing efficiency by 20%.
 - Led root cause analysis of customer concerns, implementing strategies that improved satisfaction rates by 25%.
 - Managed and trained a cross-functional team of 15+ members to enhance service delivery.
- **WIF Hospital, Bengaluru, India** 2018 - 2019
Assistant Manager - Operations
 - Supervised daily hospital operations, optimizing resource allocation and improving patient outcomes.
 - Implemented workflow enhancements, reducing administrative errors by 40%.
 - Ensured compliance with healthcare protocols, collaborating with medical teams for quality assurance.
- **Cloudnine Hospital, Bengaluru, India** 2017 - 2018
Guest Relations Executive
 - Managed patient intake, insurance verification, and appointment scheduling for high patient volumes.
 - Assisted medical staff in coordinating seamless patient care and follow-ups.
 - Achieved 95%+ patient satisfaction scores through prompt issue resolution.

- **Maharashtra Paramedical Institute, Mumbai, India** 2016 - 2017
Assistant Professor
 - Designed and delivered curriculum content, improving student performance and engagement.
 - Conducted research to enhance academic programs and laboratory methodologies.

Education

- **Bharathiar University** 2017 – 2019
MBA in Healthcare and Hospital Administration
- **Maharashtra State Board of Technical Education** 2014 – 2016
Advanced Diploma in Medical Laboratory Technology
- **University of Mumbai** 2011 – 2014
Bachelor of Science in Microbiology

Technical & Soft Skills

- Healthcare IT Systems & CRM Tools (Electronic Medical Records, Hospital Management Software)
- Microsoft Office Suite (Excel, Word, PowerPoint)
- Crisis Handling & Emergency Response
- Data Analysis & Reporting
- Team Leadership & Training
- Regulatory Compliance & Documentation