

SNEHA SARA MATHEW

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PROFESSIONAL SUMMARY

Dedicated and detail-oriented **Hospital Administrator** with a **experience** in healthcare operations and financial management . Holds a PG Diploma in Hospital Administration and a Bachelor 's Degree in Commerce . Adept at Patient Care, Quality Assurance , Grievance Handling and ensuring compliance with healthcare regulations . Seeking to contribute administrative and strategic support in a dynamic healthcare setting.

WORK EXPERIENCE

February 2025 - May 2025

Believers Church Medical College Hospital - Office Intern – PRO (Public Relations Officer) And Operations Department, India

- Managed reimbursement and financial verification process within hospital operations, ensuring compliance and supporting timely issuance of medical certificates by physicians
- Handled police intimation procedures in accordance with hospital protocol and closely monitored Discharged Against Medical Advice (DAMA) cases to ensure proper documentation and follow up.
- Attended to patient calls and enquiries with professionalism, while efficiently coordinating and resolving patient grievances to ensure high- quality service and satisfaction
- Conducted regular ward and hospital floor rounds for monitor patient care, while managing referral cases and coordinating patient discounts to support continuity of treatment.
- Supported emergency code activations and escalations.
- Asset Management and Asset Coding
- Acted as program coordinator overseeing departmental logistics.

September 2022 - October 2023

Joshymon and Associates, Chartered Accountants - Accounts Assistant (Audit Firm), India

- Recorded daily bill entries and maintained ledger accuracy.
- Handled purchase and sales transaction entries in Tally ERP.
- Reconciled bank statements ensuring no discrepancies.
Ensured timely and accurate GST filings and returns.

EDUCATION

International Diploma in Hospital Administration

FICS,

March 2025

PG Diploma , Hospital Administration & Health Care Management

STED Council ,

March 2025

Bachelor of Commerce (Computer Application)

Mahatma Gandhi University, Kerala, India

March 2018

Higher Secondary

Bethany School, Kerala, India March 2015

PROFESSIONAL QUALIFICATION

- Certification in SAP Finance and Control
- Tally ERP 9
- Microsoft Office Suite & Advanced Excel

SKILLS

MANAGEMENT SKILLS

- Hospital Operations
- Grievance Handling
- Strategic Planning
- Leadership
- Public Speaking
- Responsible
- Patient Management
- Quality Assurance
- Asset Management
- Advanced Excel
- Active Listening
- Goals and Performance

TECHNICAL SKILLS

MS Office

Word | Excel | PowerPoint **Accounting Software** Tally ERP 9

LANGUAGE KNOWN

- English
- Malayalam
- Hindi