

# MARCIA MARTIN

## Executive Supervisor- Operations

+971565637961 @ marciamrtn271@gmail.com



### EXPERIENCE

#### Executive Supervisor- Operations

Aster DM Healthcare 04/2013 - Present Sharjah

- **Aster Clinics & Diagnostics, Sharjah**
- Overall ground operations, complaint management, customer experience, service excellence & radiology operations
- Target achievements- Packages, Service Excellence, etc
- Managed Dept.- OP- Super Specialties, Front Office, Billing, Insurance, MRD, Marketing, Accounts, IT, Purchase & Stores
- Supervise and coordinate functions and activities of the Department
- Provide guidance to staff in resolving operational issues
- Motivate and inspire the staffs to provide high quality care to the patients and corporate clients
- Optimum time management of patient's service process
- Ensure excellent facilities and comfort of all patients
- Cordial liaison with medical and non-medical staffs to create a pleasant work atmosphere
- Manage day to day administrative aspects with coordination with all medical and non-medical departments
- Work flow monitoring and coordination for smooth functioning
- Regular rounds to ascertain the harmony of work is well maintained
- Train, coach and guide the staffs to channelize their expertise
- Optimal utilization of operations to benefit the organization
- Maintain discipline, decorum and hygiene of the clinic
- Conduct regular meetings with Doctors and staffs to discuss common issues and derive remedial measures for a smooth operation
- Devise methods to reduce expenditure

#### Student Counselor

Amity University 05/2012 - 11/2012 Cochin, IN

- Manage all in-coming admission inquiries, by telephone, fax and email
- Keeping record of all new joiners
- Handling incoming and outgoing telephone calls
- To keep and maintain a proper filing of documents and records
- Perform other clerical duties as needed, such as filing, etc

#### Tele Sales Consultant

Holiday inn 04/2011 - 04/2012 Cochin, IN

- Manage all in-coming sales inquiries, by telephone, fax and email
- Follow-up calls to clients with regards to quotes to confirm orders
- Handle client issues and inquiries
- Maintaining sales records to reports to the management which includes the sales of individual representatives and their area of sales
- Providing data and reports to help the sales team
- To keep and maintain a proper filing of documents and records

### EDUCATION

#### Bachelor of Arts- English

Indira Gandhi Open University

01/2017 - 12/2017 In

#### B-Tech Diploma- Aviation, Hospitality & Travel Management

Frankfin

01/2012 - 12/2012 In

- Note key learnings, experience and skills gained relevant to the job.

### SUMMARY

Focused and driven with an experience of more than 10 years in customer service centered platform in UAE Healthcare. Passionate about improving the efficiency and quality of healthcare centers to better serve the patients. Skilled in revenue and service excellence enhancement along with resolution of patient grievances. Motivating and inspiring leader and a team player.

### LANGUAGES

English	Proficient	●●●●●●●●
Hindi	Proficient	●●●●●●●●
Malayalam	Native	●●●●●●●●

### SKILLS

**Healthcare Management**

**Radiology Management**

**MS Office Excel Word PPT**

**Software Handled: HIS Medsoft Mediware Galileo Fidelio**

**Clinical Operations Management**

**Staff Training and Development**