

PROFILE

Dedicated healthcare administrator with a Master's degree in Hospital Administration and a strong academic foundation. Passionate about healthcare leadership, I am committed to enhancing operational efficiency. I focus on upholding a patient-centric approach and aspire to make impactful contributions to the healthcare sector through my dedication.

PROFESSIONAL EXPERIENCE

Aster Medcity, Kochi | March 2024 - July 2024

Guest Relations and Service Excellence

- Acted as a liaison between patients and hospital management to resolve concerns promptly and ensure a positive patient experience.
- Managed patient feedback from multiple channels (Google reviews, post-discharge calls) to develop actionable strategies for improving service quality and patient satisfaction.
- Conducted rounds in inpatient departments to address and resolve patient concerns efficiently.
- Assisted in healthcare service evaluations and improvement initiatives to enhance operational efficiency.

EDUCATION

- Master of Hospital Administration | 2022 – 2024
Aster MIMS Academy, Kerala University of Health Sciences
- B.Sc Polymer Chemistry | 2018 – 2021
MAMO College, Calicut University

SKILLS

- Patient Relations Management
- Conflict Resolution
- Microsoft Office Suite
- Leadership
- Multitasking and Time Management
- Canva

RESEARCH EXPERIENCE

- A STUDY TO ASSESS MATERNAL SATISFACTION WITH MATERNAL CARE DURING LABOR AT QUATERNARY CARE HOSPITAL, CALICUT.
- A STUDY TO EXPLORE CAPITAL EQUIPMENT MAINTENANCE PRACTICES ACROSS DEPARTMENTS: APPROACHES AND CHALLENGES ENCOUNTERED AT A QUATERNARY CARE HOSPITAL, KOCHI

ACHIEVEMENTS & CERTIFICATIONS

- Organized National Conference – Astricus'23 (Advancing Healthcare Management)
- Participated in multiple healthcare conferences, including:
LEAD CON'23
Outcome-Based Education & AI in Health Science Education (2024)
QUALCON'22
CII Kerala Health Tourism Conference (August 2024)
- Attended Basic Life Support (BLS) Training
- Completed a Workshop on Statistical Package for the Social Sciences (SPSS)

LANGUAGES

- English
- Malayalam
- Tamil

REFERENCE

Mr. Vaishakh Seetharam Dattani
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DECLARATION

I do hereby declare that the above mentioned statement are true and correct to the best of my knowledge and belief.

NADIYA