

MARISHEELA

HR CUM DEPUTY OPERATION MANAGER



5 Star Residential [Tower A Block],5th Floor Flat No508
Industrial Area 1, Sharjah,
00000, UAE



+971553589102



sheela.im@gmail.com



LANGUAGES

Kannada

Tamil

English

EDUCATION

MASTER OF BUSINESS

Madras University / 2014

B.COM IN COMPUTER APPLICATIONS

Annamalai University / 2011

H.S.C.

Avinashilingam Hr. Sec. The school / 2002

S.S.L.C.

Avinashilingam Hr. Sec. The school / 2000

SKILLS

Scheduling

Communications

Customer Service

Resource Management

Accountability

Eyes

Talent Acquisition

Labor Relations

Surveys

Coordinating

Quality Control

Multitasking

Management

Medical Terminology

Zope (CMS)

Employee Relations

Operations

Microsoft Office

Benefits Administration

Sales

Planning

Workflows

Regulatory Compliance

Nursing

Onboarding

Risk Management

Office Suite

Employee Satisfaction

Surgery

Anatomy

Human Resources Information System (HRIS)

Front Office

Billing

PERSONAL DETAILS

Nationality: Indian

Visa status: Visit Visa

Marital status: Married

As a seasoned healthcare management professional, I bring a wealth of experience in overseeing the daily operations of a healthcare facility. I am confident in my ability to lead a team and drive positive outcomes in any healthcare facility. Listed below are the collective roles and responsibilities I have managed, garnered and perfected over the years serving top top-of-the-healthcare Facilities. HR cum Deputy Operation Manager Healthcare Regulations and Compliance: Familiarity with healthcare laws and regulations, such as HIPAA (Health Insurance Portability and Accountability Act) and other industry-specific compliance requirements.

Recruitment and Talent Acquisition: Proven experience in healthcare recruitment, understanding the qualifications and certifications required for various medical and administrative positions. Knowledge of the specific skills and attributes needed for roles like nurses, physicians, allied health professionals, and administrative staff.

WORK EXPERIENCE

Sankara eye hospital(March
Jan 2008

Sankara Eye Hospital
Mar 2008 - Oct 2013

The Eye Foundation(October
Oct 2013 - Oct 2019

SECRETORY

Worked as a Secretary for Dr. Mahesh Shanmugam
From March 2008 To October 2013.

SHAMUGAM

supervised a team of Nurses. My responsibilities included nursing staff postings, Addressing anatomy of the eyes topics to the Nurses and Co coordinating with Doctors; schedule the class for the nurses. Handing the bio medical equipment's and schedules the service maintenance monthly, quarterly, half-yearly and yearly once. Maintaining the service report of biomedical equipment. Counseling the Patient and schedule the surgeries and also schedule the follow up appointment with doctor post-surgery. Collect the feedback and handover to the management team

HR CUM DEPUTY OPERATION MANAGER

HR cum Deputy Operation Manager at The Eye Foundation, my role encompassed a wide range of responsibilities such as handling online appointment scheduling, preparing OT lists, processing insurance, scheduling surgeries, conducting post-operative counseling and follow-ups, coordinating with ward and IP departments, managing staff recruitment and duty rosters, and maintaining employee files. I also conducted induction and NABH training programs, analyzed KPIs and took corrective actions, conducted internal audits, maintained statutory documents, recommended changes in organizational policies, identified staff vacancies and recruited new hires, and served as a link between management and employees. Additionally, I achieved the monthly counseling target, facilitated timely admissions for surgery patients, supervised ramp activities, drove profit improvement through sales generation and cost saving initiatives, conducted training and corporate briefings for new employees, and maintained procedure for effective planning and organization of services. I also evaluated employee satisfaction through periodic surveys and achieved excellent interaction with cross-functional teams while demonstrating great customer interfacing skills and a desire for constant learning