



## Diana Dhivakar

Email Id: [dianageorge21@gmail.com](mailto:dianageorge21@gmail.com)

Mobile Number: +971 54 762 6075

### CAREER OBJECTIVE:

To secure the position providing the opportunity to make strong contribution to organization through continued development of my professional skills and seeking good career growth.

DEGREE	INSTITUTION	UNIVERSITY	YEAR OF PASSING	PERCENTAGE
<b>MBA</b> ( Hospital Management & Health Care System )	Sri Ramachandra College Of Management	Sri Ramachandra Institute of Higher Education & Research	2015-2017	7.56 Grade points
<b>BSC</b> (Operation Theatre & Anesthesia Technology )	MMM College Of Health Sciences, Chennai	TN DR MGR Medical University	2011-2014	64%
XII	St. Anne's Girls Higher Secondary School, Chennai		2011	53%
X	St. Anne's Girls Higher Secondary School, Chennai		2009	64%

## **EXPERIENCE: (2 Years)**

- Sri Ramachandra Hospital at porur worked as a Junior Administrator from November 2018 to January 2020.
- SRM Hospital worked as a Quality controller and NABH Coordinator at West Mambalam from October 2017
- ARC Fertility Research Centre at Egmore worked as an Admin Trainee for 5 Month. Duration: 2017(June- September)

## **ROLES AND RESPONSIBILITIES:**

### **Junior Administrator:**

- Supervising the clinical and Non-clinical staff workers and managing administrative day to day task and coordinating to various departments in hospital.
- Supervising of daily operations and maintaining the quality standards.
- Monitoring the admission to discharge process of patients.
- Visiting patients/attendants and coordinating with other departments in attending to the patients need.
- Handling the complaints and forwarding to Head of the Departments
- Ensuring all the equipment's are in good condition.
- Maintaining personnel data & department records.
- NABH related work.
- Attending training program /meeting on behalf of the department.
- Providing training classes to the staff.
- Ensuring various department functions are running in a smooth manner.

### **Quality Controller:**

- Ensuring good quality non-clinical services like infection prevention, security etc.
- Ensuring clean surroundings, OPD Areas, Wards, and Labour Room, OT and Patient amenities and outsourced services.
- Periodical assessment of hospitals on quality check list and arrive at a score for the facility.
- Identification of gaps, develop action plan under the guidance of in- charge Of the hospital and monitor compliance.

- Ensuring that the hospital meets all regulatory compliances such as BMW, Storage license Regulations etc.
- Keep a record of non-functional equipment's and time line for its repair along with AMC for all equipment's.
- Strengthen of Policy and Preparing Standard operating procedure According to the NABH standards.
- Internal auditing and documenting the every action plan.
- Implementing and maintaining the register in every department according the standards.
- Collecting feedback, filing complaints and filling the needs of the patients.
- Worked for Hospital License (eg. Fire safety License and Pollution control License)
- And also online birth and death registration.
- Giving training to the clinical & non-clinical staffs about NABH standards.
- And also Co-ordinating With Other Administrative Departments Activities.

## **TRAINING:**

- Billroth Hospital at Shenoy Nagar, Chennai, 2 Month on Trauma Care ,General Medicine & General Surgery Departments.
- Undergone Disaster Management Training Program.
- MMM Hospital Chennai Silver jubilee Cardiac Workshop (2012), ICVD.

## **INTERNSHIP:**

- Christian Medical College & Hospital at Vellore for 1 month.
- Sri Ramachandra Medical Centre and University at Porur for 1 month.

## **PROJECT:**

- A study on continuous quality improvement strategies and systematic process to enhance Performance outcome in central sterile supply department at multispecialty hospital, Chennai. Duration: 3 month  
Place: Madras Medical Mission

## **WORKSHOP:**

- Attended seminar on cardiopulmonary monitoring at Vijaya Educational Academy, Chennai.
- Attended Global hand washing day celebrations, Madras Medical Mission hospital, Chennai.
- Attended International conference on Accreditation of ethics committee clinical investigator & clinical trial site at Sri Ramachandra Medical Centre University.
- Undergone Workshop on application of SPSS for Data Analysis Workshop.
- Worked as Junior executive in Internal Quality Assurance Cell of Sri Ramachandra Institute of Higher education & Research for the Purpose of NAAC cycle-3 Accreditation.

## **EXTRA CURRICULAR ACTIVITIES:**

- Participated in many dance programs in school.
- Secured first position in group dance and Mehendi competition in college cultural.
- Student member of Madras Management Association.
- Participated in many Management events.
- Take part in organizing the events (Management & International conferences).

## **KEY SKILLS:**

- Confident in interacting with individuals of all levels.
- Superior problem solving and customer service.
- Strong Planning, Coordinating, Organizing and team leadership.
- Persuasive Negotiator.
- Pro-Efficient in Communication skills.

## AREA OF INTEREST:

- Health Care Administration.
- Patients Relations.
- Event Management.
- Quality control and NABH Accreditation.

## PERSONAL INFORMATION:

1. Name: Diana Dhivakar
2. Gender: Female
3. DOB: 06.06.1994
4. Nationality: Indian
5. Visa Type: Husband Visa
6. Passport number: U7425023
7. Languages known: English (Read, Speak, Write) Tamil  
(Read, Speak, Write) Malayalam (speak)

## DECLARATION:

I hereby declare that the information furnished above is true to the best of my Knowledge. I assure you that I will be sincere and cooperative in my work

Place: Dubai

Yours Sincerely

Diana Dhivakar