



# JIJITHA A.K DAS

## ADMINISTRATOR

### Contact

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**Address**

Dubai, United Arab Emirates

### Education

- **MASTER OF HOSPITAL ADMINISTRATION** 2014 - 2016  
Calicut University, Kerala, India
- **BACHELOR OF ARTS ENGLISH LITERATURE** 2011 - 2014  
Madras University Chennai, India

### Skills

- Hospital Administration
- Patient Rapport Building
- Efficient Administrative Skills
- Interdepartmental Coordination
- Health and Safety Compliance
- Strong Customer Satisfaction Orientation
- Quality Initiatives Implementation
- Insurance Procedures
- Multi-tasking and Time Management
- Admission and Discharge Procedures
- Efficient Operations Management

### CAREER OBJECTIVE

Dedicated and detail-oriented administrative professional with a Master's in Hospital Administration and over 5 years of experience in hospital and healthcare management. Skilled in patient rapport building, efficient operations management, and interdepartmental coordination. Seeking a challenging role in hospital administration where I can utilize my skills in scheduling, document management, customer service, and process improvement to enhance patient care, streamline operations, and support the overall success of the healthcare facility.

### WORK EXPERIENCE

**ADMINISTRATION EXECUTIVE****May 2023 - Present****Dr Iqbal Alternative Medical Center, Dubai, UAE**

- **Scheduling & Appointment Management:** Managed scheduling and appointments to streamline daily operations.
- **Database Administration:** Oversaw the administration of company databases for accurate record-keeping.
- **Document Management:** Maintained various agreements, documents, forms, and formats as per predefined templates, ensuring up-to-date records.
- **Departmental Support:** Provided support to other departments and managers, enabling smooth operations across all teams.
- **Cost Control & Efficiency:** Ensured quick actions and cost control measures across departments to maintain budgetary efficiency.
- **Deadline Management:** Managed deadlines on incoming requests and initiated preliminary work to maintain workflow.
- **Directory Updates:** Updated mail and phone directories to keep contact information accurate and accessible.
- **Office Supplies Monitoring:** Monitored office supplies to ensure availability and prevent shortages.
- **Filing & Confidentiality:** Organized filing systems for important and confidential documents, ensuring compliance with company and regulatory standards.
- **Senior Staff Support:** Provided dependable administrative support to senior staff, allowing them to focus on high-priority tasks.
- **Customer Care:** Managed inquiries in person, by phone, and via email with exceptional customer care.
- **Expense & Budget Reporting:** Prepared regular reports on expenses and managed the office budget.
- **Customer Service:** Delivered excellent service to colleagues and external representatives, maintaining the company's reputation.
- **Process Improvement:** Established and refined work processes, implementing modifications to enhance administrative operations.
- **Meeting & Event Organization:** Organized meetings and events, ensuring professional results.

## Technical Skills

- MS Office
  - Word
  - Excel
  - Power Point
- Windows 11
- Billing

## Language

- English
- Malayalam
- Hindi

- **Expense Reporting:** Created detailed expense reports, matching receipts to ensure accuracy.
- **Documentation:** Documented conferences, meetings, and appointments with thorough reports for future reference.

### WARD SECRETARY / ADMINISTRATOR

Feb 2019 – Aug 2021

Med Care Women & Children Hospital LLC, Dubai, UAE

- **Administrative Task Management:** Efficiently managed administrative tasks, including data entry and records management, ensuring accuracy and confidentiality.
- **Patient Assistance:** Demonstrated exceptional communication skills while assisting patients during admissions and explaining insurance coverage details.
- **Appointment Coordination:** Scheduled and coordinated appointments, optimizing patient flow and enhancing overall service efficiency.
- **Interdepartmental Communication:** Directed communication within the department, ensuring that queries and calls were promptly transferred to the appropriate personnel.
- **Patient Registration Management:** Utilized strong organizational abilities to maintain the IP registrations logbook and accurately update patient information.
- **Collaboration with Multidisciplinary Teams:** Worked closely with various teams to ensure timely patient discharge, adhering to organizational policies and guidelines.

### OPERATIONS JUNIOR EXECUTIVE

Aug 2016 – Aug 2017

Raja Giri Hospital, Kerala, India.

- **Customer Service & Complaint Resolution:** Served as the first point of contact for inquiries and complaints, delivering exceptional customer service and effectively resolving issues.
- **Data Collection for Quality Improvement:** Assisted in data collection for quality improvement initiatives, contributing to the enhancement of departmental processes.
- **Microsoft Office Utilization:** Utilized Microsoft Office Suite to perform daily updates of patient bills and efficiently managed customer records.
- **Policy Compliance:** Ensured compliance with hospital policies and procedures, maintaining a safe environment and protecting patient confidentiality.
- **Patient Rounds:** Conducted routine room rounds to ensure patients experienced a smooth and comfortable stay during their hospitalization.