



JIJITHA A.K DAS

ADMINISTRATOR

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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.