



MANU SHIJU

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Dubai, UAE

PERSONAL INFORMATION

Nationality: Indian

Languages: English, Hindi, Malayalam, Oriya and Kannada

KEY SKILLS

Office Management
Administration Management
Financial Administration
Project Management
Record Management
Policies & Procedures
Team Management

EDUCATION

Geneva Business School, Switzerland

MBA in Healthcare Management
Achieved award for outstanding performance in masters.

Shri Venkateshwara Institute of Nursing Sciences
B.Sc. Nursing (2008)

LICENSES

Karnataka Nursing Council No. 12811
Indian Nursing Council No. 060755

EXECUTIVE SYNOPSIS

A management professional with 9+years of experience across the retail sector in the UAE and the hospital sector in India as well as U.A. E. Possessing a proven track record and competencies in the fields of administration management, service excellence, client relationship management as well as a certified medical coder from the AAPC.

WORK EXPERIENCE

Clinic Executive – Administration

June 2022 – March 2023

NMC medical Centre, Al Nahda, Sharjah, U.A.E

Key Responsibilities:

- Coordinating with Corp HR for staff queries and documentations
- Supervising front office administration
- Scheduling the duty rosters for doctors (Daily, monthly)
- Supervise employee attendance (Check in/checkout) and reporting
- Coordinating routine checks: in treatment rooms, procedure rooms to ensure best quality care to the patients
- Ensuring and supervising the consistent delivery of customer service to the patients
- Encourage effective teamwork across all the departments.
- Coordinating with pharmacy also for stock availability, expiry of medicines and if any patient complaints.
- Ensure cleanliness in the public areas and equipment
- Coordinating with housekeeping staffs to make them clean each and every area of the facility
- Coordinating with biomedical team if any issues with machines and equipment's
- Coordinating with IT department if any doctors or departments are facing IT issues during duty time
- Maintaining the grooming standards and forwarding the grooming checklist to HR on monthly basis.
- Resolving the patient's complaints and giving them necessary support then and there.
- Co-ordinate with store for availability of medicines and general items.
- Obtaining and review the patient feedback
- Supervising appointments and appointment reminders and token system

Receptionist

May 2013 – June 2020

Deerfields Mall, Abu Dhabi, UAE

Key Responsibilities:

- Maintained schedules and itineraries and provided information as per request.
- Provided quotations related to office equipment from various suppliers and maintained a general filing system of the correspondence,
- Received and administered payments and prepared due receipts.
- Collected sales information of all the shops on monthly basis.
- Served as the first point of contact for resolving all customer complaints.
- Managed routine correspondence and filing, answered telephone queries, attended to customer concerns, and served as the first line of support for visitors.

Staff Nurse

June 2010 – June 2011

Cardiac Surgical ICU, Narayana Hrudayalaya Hospital, India

Key Responsibilities:

- Managed the entire patient care lifecycle from admission to discharge, including patient assessments, care planning, health education and discharge support.
- Administered medications via oral, IV and intramuscular injections and monitored responses, provided exceptional care to high-acute patients needing complex care such as ventilator management, extensive care, and rehabilitation.
- Advocated for patients by communicating care preferences to practitioners, verifying interventions met treatment goals and assessed insurance coverage limitations prior to administering the course of treatment.
- Educated patients, families and caregivers on diagnosis and prognosis, treatment options, disease process and management and lifestyle options.
- Reviewed post-operative orders and continuously monitored patients' post-operative vitals

Staff Nurse

March 2009 - June 2010

Cardiac Surgical ICU, Shivam Vishwa Multi-Specialty Hospital, India

Key Responsibilities:

- Scrubbed and circulated, ensured the preparation of the material and equipment in the OT, received patients, and took them from the preparation room to the OT, making sure they are ready for surgery.
- Assisted the surgeon and anesthetist during the operation, anticipated their needs to facilitate their job; with the nurse anesthetist, monitored the vital parameters of the patient.
- Organized patient transportation from the OT to the recovery room and carried out and/or supervise all the postoperative activities to prepare the OT for the next scheduled operation or emergency.
- Implemented the hygiene, sterilization, asepsis and disinfection protocols and procedures at all times, before, during and after operations, to ensure the safety conditions of patients and staff.
- Administered medications and treatments to patients as ordered by physician, maintaining accountability for accurate narcotic count at end of each shift.
- Cared for patients' wounds and changed dressings. Triaged incoming phone calls from emergency rooms and inpatient units to determine needs and prioritize care.
- Supervised and managed functions for unit, including daily scheduling, tasking and administration
- Documented medications administered, treatments and patient procedures performed in appropriate records according to privacy requirements.
- Supervised patient admissions and discharges from hospital to various settings, including home care, rehabilitative facility or self-care.

PROFESSIONAL CERTIFICATIONS

- Medical Coding, American Association of Professional Coders.

PROFESSIONAL REFERENCES

- Mr. Mathew Reay, Director, Deerfield Mall, Abu Dhabi, UAE
- Dr. Praveen Kumar, Medical Director & Senior Consultant Cardiac Surgeon, Narayana Hrudayalaya Hospitals, Bangalore, India
- Mr. Vipin Kadavil Varghese, Center Manager, NMC Medical Center, Al Nahda, Sharjah, U.A.E