

CURRICULUM VITAE

Syed Aosan Bukhari

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CAREER OBJECTIVE:

As a dedicated and results-driven hospital management professional, my career objective is to leverage my expertise in healthcare administration to contribute effectively to the operational efficiency and patient care initiatives of a dynamic healthcare institution. Seeking a challenging role where my strategic planning, leadership, and interpersonal skills can be utilized to enhance overall hospital performance, streamline processes, and ensure the delivery of high-quality patient-centred care. Committed to staying abreast of industry trends and utilizing innovative approaches to drive positive outcomes in healthcare management."

EDUCATIONAL QUALIFICATION:

DEGREE	INSTITUTION	YEAR
MASTERS DEGREE IN HOSPITAL MANAGEMENT	DECCAN SCHOOL OF HOSPITAL MANAGEMENT (Osmania University)	2018
BACHELOR OF COMMERCE	Govt First Grade Degree College (Gulbarga University)	2016

WORK EXPERIENCE:

Organization	Designation	Duration
Arete Hospitals, Hyderabad, India	Asisstant Operations Manager	Aug 2023 to Nov 2023
Olive Hospital, Hyderabad, India	Patient Relation Executive	Dec 2019 to Aug 2023
Owaisi Hospital, Hyderabad, India	Hospital Coordinator	Sep 2018 to Dec 2019

ROLES AND RESPONSIBILITIES AS "ASSISTANT OPERATIONS MANAGER"

- Supervising daily hospital operations to ensure smooth functioning.
- Collaborating with department heads to address operational challenges and streamline processes.
- Resolving interdepartmental issues and ensuring seamless workflow.
- Ensuring adherence to healthcare regulations and standards.
- Implementing quality assurance measures to maintain high standards of patient care.

- Assisting in the development and implementation of strategic plans for the hospital.
- Ensuring staff readiness and coordination during emergencies.
- Comply with organizational guidelines and health care laws and regulations.
- Maintains quality service by establishing and enforcing organization needs.

ROLES AND RESPONSIBILITIES AS “PATIENT RELATION EXECUTIVE”

Play a crucial role in overseeing the operational and managerial aspects, ensuring high-quality patient care and efficient use of resources.

- Facilitate clear and empathetic communication between patient and healthcare provider.
- Address patients' inquiries, concerns, and feedback promptly.
- Handle and resolve complaints raised by patient in a professional and empathetic manner.
- Collaborating with various department and streamline communication and ensure a seamless patient experience.
- Handling administrative duties such as billing insurance documentation and maintaining patient records.
- Ensure compliance with regulatory standards and healthcare policies.
- Actively seeking patients feedback through surveys or other means to identify areas of improvement in service delivery.
- Address patient concerns and provide a supportive environment.
- Work effectively with the team and provide an outstanding ability to listen and communicate efficiently with the patient attenders.
- Serving as a advocate for patients to ensure there needs are met and acting as liaison between patient and healthcare provider.
- Maintaining accurate records of patient interaction, feedback, and resolution for analysis.
- Identifying opportunities for process improvement to enhance overall patient care.

ROLES AND RESPONSIBILITIES AS “HOSPITAL CO ORDINATOR”

- Create and manage schedule for hospital staff, including doctors' nurses and administrative personals.
- Coordinate shifts and ensure adequate staffing levels to meet patient needs.
- Foster effective communication among different departments within the hospital.
- Relay important information to relevant staff members to ensure smooth workflow.
- Oversee the admission and discharge processes, ensuring accurately documentation and with protocol.
- Collaborate admitting and discharge staff to streamline patient transition.
- Coordinate the allocation of resources such as medical equipment, rooms and supplies.

PROJECTS:

PROJECT 1

Title : A study on surgical safety in operation theatre

Description : To explain surgical safety and its importance

PROJECT 2

Title : A study on legal aspect related to MLC on Emergency Department in Esra Hospital

Description : To suggest improvement in MLC documentation with respect to patient records

Skills:

1. Leadership and Decision-Making:
 - Ability to lead and make strategic decisions.
2. Communication:
 - Strong verbal and written communication skills.
3. Interpersonal Skills:
 - Relationship-building and empathy.
4. Organizational Skills:
 - Efficient multitasking and attention to detail.
5. Regulatory Compliance:
 - Knowledge of healthcare regulations.
6. Problem Solving:
 - Critical thinking and adaptability.
7. IT and Data Management:
 - Proficiency in healthcare information systems.
8. Patient-Centred Approach:
 - Focus on patient welfare and feedback.
9. Networking:
 - Building relationships with stakeholders.
10. Crisis Management:
 - Effective handling of emergencies.
11. Ethical Decision-Making:
 - Adherence to ethical standards.
12. Continuous Learning:
 - Commitment to ongoing professional development.

PERSONAL DETAILS:

- Name : Syed Aosan Bukhari
- Nationality : Indian
- Languages known : English, Urdu, Hindi and Kannada.
- Date of Birth : 05/03/1993

DECLARATION:

I hereby declare that the above-mentioned details are true to the best of my knowledge.

Syed Aosan