



SHINTO JAMES, MHA

NABH INTERNAL ASSESSOR

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PROFESSIONAL SUMMARY: A Highly skilled, talented and accomplished Healthcare Management Professional with a progressive career of more than 6 years and proven abilities to direct overall operations with a diverse knowledge of providing healthcare services in major health care centers. I believe in building stronger teams to build an Organization and my forte in 'people management' helps me achieve the same.

I am Currently Pursuing Executive Program in **ADVANCE CORPORATE FINANCE and RISK MANAGEMENT** From Indian Institute Of Management, Raipur(IIMR).

PROFESSIONAL EXPERIENCE (CORE):

Dr Binu's , Sun Rise Eye Hospitals and IVF Centre Kannur, Kerala	Chief Operating Officer(COO) Feb 2019 to Present
Asian Reproductive Medicine Centre (ARMC) (It is a 20 bedded day-care centre) Mangalore, Karnataka	Unit Head (Operations Manager) Oct 2017 – Feb 2019
Apollo Health And LifeStyle Limited (Apollo Hospitals) Bangalore, Karnataka	Centre Manager/Asst. Manager (Operations) Aug 2015 - Oct 2017

RESPONSIBILITIES CARRIED OUT IN THE ABOVE JOB ROLES:

- Profit & Loss (P & L)
- EBIDTA
- NABH Implementation
- Business Development
- Managing the Monthly Information System
- Budget Preparation
- Purchase, Vendor Management & Negotiation(Procurement)
- Budgeting
- Implementation of Strategies and Policies
- Licensing of the Centre
- Planning and Designing the Hospital
- Commissioning of the Hospital
- Manpower Management
- Recruitment
- TPA and Insurance Tie Up
- Quality Management
- Grievance Handling
- Corporate tie ups
- Handling Multiple clinics
- Managing day to day Operations

ACHIEVEMENTS:

ARMC IVF	<ul style="list-style-type: none">▪ Increased the EBITDA percentage by average 15% in the current Organisation▪ Improved the Footfalls by 100%
<i>Apollo Hospitals</i>	<ul style="list-style-type: none">▪ Continuous achievement of target in the previous Organisation (was rewarded for the same)

PROFESSIONAL EXPERIENCE (OTHER):

<i>Manipal Hospitals</i> Bangalore, Karnataka (Jan 2015)	Interned for a month - Worked on Strengthening the Discharge Process
<i>Fortis Hospitals, Delhi</i> 2011 - 2013	Staff Nurse - Medical Intensive Care Unit

SKILLS:

<i>Hard Skills</i>	<ul style="list-style-type: none">▪ Strategy-making▪ Business Development▪ Computer Skills (MS Excel (Advanced), MS Power-point, MS Word)
<i>Soft Skills</i>	<ul style="list-style-type: none">▪ People Management▪ Motivating▪ Organized
<i>Languages known</i>	English, Hindi, Malayalam, Kannada, Tamil

EDUCATION:

Manipal University (Kasturba Medical College, Manipal) 2013 - 2015	<ul style="list-style-type: none">▪ Masters in Hospital Administration (Regular)
Rajiv Gandhi University of Health Sciences (RGUHS) 2006 - 2010	<ul style="list-style-type: none">▪ Bachelors in Nursing (Regular)

CERTIFICATIONS:

- Introduction to Corporate Finance by Corporate Finance Institute
- Reading Financial Statements by Corporate Finance Institute
- Accounting Fundamentals by Corporate Finance Institute
- Certification on Project Management from Management and strategy institute.
- Program on “Implementation of NABH Standards for Hospitals and Health care Providers” by Quality Council of India and TISS, Mumbai.