

CURRICULUM VIATE

Manjesh D V

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OBJECTIVE

To serve a well-established organization in a challenging role which will enable me to significantly add value and achieve its higher level corporate objectives.

SKILLS

Skilled Operations Team Leader bringing a self-directed and confident management style developed over 12+ years of experience in Hospital/Healthcare Operations. Able to oversee diverse aspects such as training, documentation and financial reporting. Excellent problem-solving, conflict management and project coordination skills.

EXECUTIVE PROFILE

I have over all 12+ years of experience in Budgeting and forecasting, Planning, Variance analysis in Hospital Administration or Operations.

Goal-oriented Operations Team Lead with exceptional customer relations, conflict resolution and safety management skills. Sound judgment and self-directed mindset to handle routine and complex challenges with minimal oversight.

MY AREA OF EXPERIENCE:

Hospital/Healthcare Management & Business Operations
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JOB PROFILE

Managerial Responsibilities: Healthcare Operations

- Reporting directly to Chief Executive Officer.
- Monthly business review with sales team on branch operations processing new business and policy servicing.
- Stakeholder management involving close coordination with Regional Office, Sales Team and Service Provider for seamless processing.
- Ensure no revenue leakage, no regulatory risk, Nil customer impact.
- Responsible for regular audits of all the branches in the zone and Strengthen Front End Controls & process adherence.
- Managing in-warding of new business applications, COPS Data Entry and Quality Check of the service.
- Adhering to the operating budget, financial goals, and objectives with economic and efficient performance.
- Responsible for P & L of the, conversation majorly
- Establishing policies and procedures that support high-quality healthcare service, in partnership with hospital management, medical teams and the surrounding community.
- Managing a team of healthcare professionals.
- Influencing strategic decisions related to hospital functions.
- Resolving operational issues and analyzes workflow.
- Well versed in setting up the individual departments from the project stage as per JCI/NABH standards.
- SPOC person for Digital Initiation (paperless) in the unit.
- SPOC for new Implementation of HIS (CSP) in the unit.
- Creating a detailed business analysis, outlining problems, opportunities and solutions.
- Controls cost and expenditure related to department stationery, patient's stationary & telephone usage as well as minimizes wastage
- Responsible to avoid the revenue leakage in Patient services.
- Responsible for handling all the day-to-day Operational work.
- Operation in terms of handling customer complaints, major convention and group movement.

- Customer centricity and development of associates and also responsible to the overall business.
- Training the team for **NABH**, Fire Safety and Emergency Alerts.
- To Coordinate with the consultants (Retainers, Visiting and on call).
- Training all staff of the department regarding the protocol and SOP's.
- Maintaining the positive relationship with all client, management and employees.
- To manage and review weekly staff roster, ensuring that they provide adequate cover in the most cost effective manner.
- Work on Key Result Area (KRA) and performance review meetings on the improvement areas.
- Employing staff with required utilizing consistency, fairness and respect within the established guidelines.
- Ensuring that all employees follow safety rules and procedures as per SOP.
- Take corrective actions when required to improve safety of work areas.
- Monitoring individual performance and giving regular feedback.

WORKING EXPERIENCE

1. Worked as Operations Executive- managing the all outsourcing staff and assigning the duty at The Universes for the period of 1year 3months.
2. Worked as Front Office Executive -Front office, Admission and OP Billing in Administration/Operations at Sparsh Hospitals- Hospitals for Advance Surgeries, Bangalore. 2years 1month.
3. Worked as Manager On Duty (Operations dept.) heading hospitals responsibility at night time at Apollo Hospital Jayanagar/Sheshadripuram for 1year 6months.
4. Worked at Apollo hospitals Sheshadripuram in Operations department as Executive for 5years 4 months.
5. Worked as Manager – Operations at Cyte Care Cancer Hospitals between feb-22 to Oct- 22.
6. Working as Sr. Manager – Operations at 5c Network Pvt Ltd since Nov -22

EDUCATIONAL QUALIFICATION

- S S L C: Completed in 2006 (Karnataka State Board)
- Diploma: Completed in 2008 Health Inspector (All India Institute of Local Self-Government, Mumbai)
- B B A: Completed in 2011 Business Management (Rastriya Vishwa Vidyapeeth, Mumbai)
- M B A: Completed in 2015 Healthcare Administration & Hospitals management (Rastriya Vishwa Vidyapeeth, Mumbai)
- E E P: Completed in 2024 Healthcare Management (IIM Ahmedabad)
- E E P: Pursuing Lean Operations Management & Six Sigma (IIM Vizag)

PERSONAL PROFILE

- Date of Birth: 06/07/1990
- Sex: Male
- Nationality: Indian
- Father's Name: D. M. Venkatesh

LANGUAGES KNOWN

Kannada, English and Hindi to Speak, Read and Write.

Telugu, Tamil and Malayalam to Speak.

DECLARATION

I hereby declare that all the above furnished information is true to the best of my Knowledge and belief.

Place: Bengaluru.

Date:

(ManjeshD V)