



# SHINTO JAMES



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## SKILLS

- Business Administration
- Profit & Loss
- EBIDTA
- NABH Implementation
- Procurement Management
- Strategic Management
- Operations Oversight
- Planning and Designing of Hospital
- MIS Preparation & Analysis
- Contract Negotiation
- Business Development
- Financial Management
- Human Resources Management
- Planning & Execution
- Budget Administration
- ISO trainer & Consultant
- Coaching and Mentoring
- Organized
- Effective leadership

## PROFESSIONAL SUMMARY

Accomplished Healthcare Management Professional offering over 6 years of progressive experience leading and overseeing healthcare business activities. Driven and ambitious change manager dedicated to continuous business improvement focused on enhancing revenue and streamlining business operations. Having track record of successful administrative and operations management. Highly skilled in cultivating and leading high-performance teams focused on exceeding business objectives.

Looking forward to join a growing healthcare organization as part of the Hospital Operations Management team.

## WORK HISTORY

### **Dr Binu's Sunrise Eye Hospitals- Chief Operating Officer**

*Kannur, Kerala • 02/2019 - Current*

- Spearheaded licensing & commissioning of Hospital, it's expansion strategies to increase business market share and drive growth
- Developed and updated policies and procedures, maintaining compliance with statutory, regulatory and local guidelines, payroll and benefits administration and general liability
- Built and strengthened productive and valuable industry partnerships to drive collaboration, engagement and revenue stream development
- Strengthened the business by proactively managing and optimizing the overall operations
- Led operational oversight and budgetary supervision
- Maintained agile, responsible organization with sustained revenue growth by monitoring industry forecasts, honing budgets and adjusting marketing strategies
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands
- Trained, coached and mentored staff to ensure smooth operations
- Launched staff engagement, gender diversity and cultural programs in addition to robust reporting structure that increased operational quality
- Identified and capitalized on community business opportunities with effective networking
- Managed budget implementations, employee reviews, training, schedules and contract negotiations
- Completed talent acquisition and management for 40+ internal/external placements
- Delivered business strategy and developed systems and procedures to improve operational quality and team efficiency

### **Asian Reproductive Medicine Centre (ARMC)- Unit Head (Operations Manager)**

*Mangalore, Karnataka • 10/2017 - 02/2019*

## EDUCATION

### INDIAN INSTITUTE OF MANAGEMENT (IIM)

Raipur

*Executive Program* : Advance Corporate  
Finance & Risk Management

### MANIPAL UNIVERSITY (KASTURBA MEDICAL COLLEGE)

Manipal, Karnataka

*Masters in Hospital Administration  
(MHA)*: Regular

### RAJIV GANDHI UNIVERSITY OF HEALTH SCIENCES

Bengaluru, Karnataka

*Bachelor's in Nursing*: Regular

## CERTIFICATIONS

- Certified Internal Auditor for National Accreditation Board for Hospitals & Healthcare Providers(NABH) by Quality Council of India
- Certification in Project Management from Management and Strategy Institute
- Certification in Corporate Finance - Introduction, Reading Financial Statements and Accounting Fundamentals from Corporate Finance Institute
- Certified Trainer & Quality Consultant for International Standards, ISO 9001:2015

- Organized budgets, oversaw P&Ls and achieved margin targets consistently to stay on track with growth plans
- Produced monthly financial reports like income statements, balance sheets, cash flow statements and other financial analyses for presentation to board of directors
- Direct day-to-day administrative and operational functions for 20-bed facility, providing guidance and leadership to over 40 employees across different departments
- Recruited, hired and coached employees to offer high-quality, cost-effective care to all patients
- Worked with internal and external customers to understand requirements and provide exceptional customer service
- Developed team communications and information for monthly meetings
- Oversaw all financial transactions and management functions. Strategically managed operating budget when controlling accounts payable, accounts receivable and billing
- Talent Acquisition and Management
- Implemented innovative programs, including team-building program to increase employee loyalty and reduce turnover

### Apollo Health & Lifestyle Limited- Centre Head (Asst. Manager - Operations)

Bangalore, Karnataka • 08/2015 - 10/2017

- Directed day-to-day operations focused on attainment of key business metrics, continuous improvement initiatives
- Handled multiple clinics - improved operational performance
- Evaluated upcoming program plans to forecast expected resource needs
- Worked with various stakeholders to resolve operational problems, improve business and provide exceptional customer service
- Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance
- Developed team communications and information
- Worked with external customers to understand requirements and provide exceptional service
- Improved product marketing objectives by constructing communication initiatives and branding strategies to increase client outreach
- Consulted with product development teams to enhance products based on customer data
- Built brand awareness and generated leads while managing internal and external marketing campaigns and programs
- Collaborated with peers in other company departments including marketing and sales
- Conducted performance reviews each quarter, offering praise and recommendations for improvement
- Established and administered annual budget with effective controls to prevent overages, minimize burn rate and support sustainability objectives

### Kasturba Medical College Hospital- Student/ Manager On Duty Manipal, Karnataka • 08/2013 - 07/2015

- Was posted in all core departments of the Hospital as a Hospital Administration student

- Studied the processes closely - received hands on training on the hospital operations
- Did manager-on-duty postings with senior batch guidance during the last semester
- Adhered to hospital guidelines to maintain total compliance
- Recognized various areas needing improvement and presented the same to the Management
- Submitted thesis on " Sustainability of Cardiac ICU in a tertiary care teaching hospital"
- Presented a paper on "Role of Facility Management in Patient Safety" at a National Conference

#### **Manipal Hospitals- Hospital Management Intern**

*Bangalore, Karnataka • 01/2015 - 01/2015*

- Worked as summer intern and studied the entire discharge process
- Maximized productivity by identifying areas for improvement
- Worked closely with the Hospital Administration team to analyze the gaps in the process and laid down recommendations
- Helped with administrative support, including managing incoming calls, coordinating files and sorting mail
- Shadowed the patient care coordinators in the hospital setting and during field response

#### **Fortis Hospitals- Staff Nurse - Medical Intensive Care Unit (MICU)**

*Delhi 08/2011 - 07/2013*

- Managed elements of patient care, from admission to discharge or transfer to other units, using nursing expertise to conduct assessments, administer medications, initiate nursing and emergency interventions, contribute to care plan development and educate patients
- Conferred with physicians to discuss diagnoses and devise well-coordinated treatment approaches
- Implemented interventions, including medication and IV administration, catheter insertion and airway management
- Precepted student nurses and oriented new hires, providing guidance and mentorship when teaching on hospital policies, emergency procedures and nursing best practices
- Kept optimal supply levels in treatment rooms and other areas to meet typical patient loads

### **ACCOMPLISHMENTS**

- Spearheaded expansion strategies to increase business market share, drive growth and bring in more than 100 new customers in 4 months and achieved operational break-even within 3 months in the current Organisation
- Increased EBIDTA percentage by average 15% and footfalls by 100% in the previous Organisation
- Achieved targets consistently in Apollo Health & Lifestyle Limited (Apollo Hospitals) - was rewarded for the same

### **ADDITIONAL INFORMATION**

Languages Known: English, Hindi, Malayalam, Kannada, Tamil