



ANJALY ANN SHAJU

EXECUTIVE OPERATIONS

CONTACT

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Address: Al-Niqa Street, Abudhabi

Passport number : R0528308

Date of Expiry: 10/05/2027

Visa Status: Visiting

Date Of Birth: 04/10/1999 (Age : 25)

Marital Status : Single

EDUCATION

2019-2021

MG UNIVERSITY

- Bachelor of Social Work(BSW)
 - Mar Elias College, Cochin, Kerala, India
- Marks: 86%

2015-2017

KERALA STATE BOARD

- Higher secondary
 - St Antonys Higher Secondary School, Kottayam, Kerala, India
- Marks: 84%

SKILLS

- Communication
- Sociability
- Active Listening
- Problem Solving
- Observation
- Decision Making
- Time Management
- Leadership
- Microsoft Office

LANGUAGES

- English (Fluent)
- Malayalam (Native)
- Hindi (Basics)

WORK EXPERIENCE

Aster Medcity DM Healthcare Pvt. Ltd (NABH and JCI Accredited)

June 2022 - March 2025

Cochin, Kerala, India

Associate | Inpatient Services-Operations

Held multiple key roles including ICU Coordinator, Manager on Duty, and Guest Relations Associate.

>Neonatal and Pediatric Intensive Care Units (NICU & PICU) Coordinator

- Coordinated and led multidisciplinary team meetings to address bystander effectively.
- Managed patient admission processes, ensuring efficient transitions from the Emergency Department to the ICU.
- Oversaw discharge procedures to maintain smooth patient flow and optimize ICU operations.
- Maintained accurate ICU data and ensured efficient operations to high-quality patient care.
- Resolved or escalated patient complaints to the reporting officer.
- Ensuring timely communication of patient status updates to the bystanders.
- By handling MLC's ensuring smooth communication between the hospital, patients, law enforcement agencies and the public. Duties involve managing sensitive situations professionally while safeguarding the hospital's and ensuring legal compliance.

> Manager on Duty

- Oversaw hospital operations to ensure smooth departmental functioning during shifts.
- Resolved operational issues promptly to maintain service quality and continuity.
- Enforced adherence to protocols, policies, and safety standards.
- Acted as primary point of contact to escalate patient, staff, or visitor concerns efficiently.
- Coordinated with teams to manage emergencies and critical cases.
- Partnered with finance to optimize resource use and reduce losses.

> Guest Relations Associate

- Provided empathetic, professional support to patients and families, ensuring high service standards.
- Facilitated clear and timely communication between patients, families, and medical teams.
- Resolved service-related issues promptly to ensure a positive patient experience.
- Supported patient satisfaction efforts by actively gathering and responding to feedback.

B&B Memorial Hospital

May 2021 - May 2022

Cochin, Kerala, India Public Relations Officer (PRO)

- Served as COVID Coordinator during peak COVID-19 times, providing care and services.
- Acted as central coordinator during night hours, handling MLCs, inpatient, and outpatient services.
- Answered patient questions, providing courteous and accurate information.
- Ensured patient comfort and satisfaction through effective decision-making.

Internships

July 2018 - March 2021

- Railway Child Help Desk (RCHD), Cochin, Kerala, India
- Diocesan Social Service Society, Muvattupuzha, Kerala, India
- Keerampara Grama Panchayat, Kothamangalam, Cochin, Kerala, India
- Bless Retirement Living, Cochin, Kerala, India
 - Gained experience in geriatric care, family and child welfare, and community development.

REFERENCE

Dr. Sebastian Paul - HOD & Consultant - Pediatric Intensive Care Unit, Aster Medcity Cochin; Ph: +91 9916138909

Dr. Prabhu Renjith - Medical Director, B&B Memorial Hospital Cochin; Ph: +91 9446565137

Mr. Rahul Mohandas - Assistant General Manager - Human Resources, Aster Medcity Cochin, Kerala; Ph: +91 9633035421

DECLARATION

I attest that the information provided in this resume is accurate and truthful to the best of my knowledge.