

VISHNU HARIDAS

SUMMARY

Accomplished operations manager with extensive experience in optimising organisational operations and enhancing internal capacity. Proven track record in developing quality assurance protocols, improving process efficiency, and managing procurement systems. Demonstrated expertise in conflict management, business negotiation, and collaboration with legal and safety departments. Successfully led the development of diagnostic labs and facilitated partnerships with top-chain hospitals in India. Skilled in account management, customer service, and stakeholder relations. Career goal: to leverage leadership skills to drive innovation and operational excellence in the healthcare sector.

EXPERIENCE

ops manager , 09/2021 - Current

Even - Bangalore Urban, Karnataka, India

- Proactively maintain communication with management, staff, and hospitals to optimize organizational operations
- Develop, implement, and uphold quality assurance protocols to enhance internal capacity
- Focus on growing the efficiency of existing processes and procedures for sustained organizational improvement
- Procured all consumables for the clinic and Pan-India camps, ensuring seamless operations and supply chain efficiency.
- Provide specialized customer service and ensure activities remain compliant by collaborating closely with legal and safety departments
- Highly trained in conflict management and adept in business negotiation processes
- Oversee accounts payable and accounts receivable departments
- Successfully onboarded pharmacies and coordinated closely with CX teams
- Collaborate with customers and spearhead the onboarding process for hospitals, clinics, diagnostic centres, and multiple insurance companies
- Pioneer the development of six cutting-edge diagnostic labs, fostering innovation in healthcare
- Facilitate seamless collaborations with hospitals for streamlined inpatient and outpatient healthcare services
- Lead the onboarding efforts for diverse partners, ensuring timely delivery of reports and efficient radiology services
- Successfully onboarded top chain hospitals in India, including Aster and Manipal, contributing to impactful collaborations and advancing



CONTACT

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SKILLS

- Implementation Planning
- Pre-launch
- Account Management
- Problem Solving
- Critical Thinking
- New Store Openings
- Performance Motivation
- Industry Training
- Strategy Implementation
- Time Management
- Performance Monitoring
- Analytical Skills
- Leadership
- Clinical Operations
- Organization Skills
- Build Strong Relationships
- Data Collection
- Customer Satisfaction
- Communication
- Guest Experience
- Phone Etiquette
- Customer Experience
- Teamwork
- Remote User Support
- Sales
- Food & Beverage

healthcare services

ORM, 06/2021 - 09/2021

Sleepyhead - Bangalore Urban, Karnataka, India

- Boost SEO
- Improve brand visibility
- Improve Sales
- Monitoring
- Analyzing
- Social media reputation management

Business Development Manager, 12/2020 - 06/2021

Premagic - Bangalore Urban, Karnataka, India

- Contacting potential clients to establish rapport and arrange meetings
- Planning and overseeing new marketing initiatives
- Researching organizations and individuals to find new opportunities
- Increasing the value of current customers while attracting new ones
- Finding and developing new markets and improving sales
- Attending conferences, meetings, and industry events
- Developing quotes and proposals for clients
- Developing goals for the development team and business growth and ensuring they are met
- Training personnel and helping team members develop their skills

Operations Coordinator, 08/2018 - 12/2019

Coolpex -The best water filter in kuwait - Bengaluru, Karnataka, India

- Assisting with the management of daily operational activities
- Performing administrative tasks, such as making travel arrangements, answering phones, scheduling meetings, etc
- Managing office supplies and the maintenance of office equipment
- Coordinating the proper allocation of human resources
- Arranging and assisting with the onboarding of new employees
- Assisting with project management by creating assignments, tracking progress, and resolving issues
- Managing internal and external stakeholder relations
- Managing budgets and preparing financial reports for senior management
- Planning and organizing conferences, events, staff training, and employee engagement activities
- Preparing and maintaining operations documents and reports

Sales Executive, 08/2015 - 11/2017

VOONIK - Every Woman's Personal Stylist - Bengaluru, Karnataka, India

- Skills: Sales
- Phone Etiquette
- Customer Experience

gsa, 01/2014 - 02/2015

Starwood Hotels & Resorts Worldwide, Inc. - Kochi

- Cost reduction and efficiency
- Procurement systems knowledge
- Leadership development
- Change management

PERSONAL INFORMATION

Date of birth: 28/07/1992

Nationality: INDIAN

Marital status: MARRIED

Gender: MALE

- Skills: Food & Beverage
- Strategy Implementation
- Customer Experience
- Guest Experience

GSA, 06/2014 - 12/2014

Abad Group of Hotels - Kochi

- Skills: Food & Beverage
 - Strategy Implementation
 - Customer Experience
 - Guest Experience
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EDUCATION

Bachelor of Science, NAIPUNNYA COLLAGE

ST JHONS - KERALA

- A degree in hotel management equips individuals with skills in hospitality operations, customer service, and business management. It covers areas like hotel administration, food and beverage service, housekeeping, and event planning. Graduates often pursue careers in hotels, resorts, tourism, or related industries.
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LANGUAGES

English:	C1	Hindi:	C1
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Advanced		Advanced	
Malayalam:	C2	Tamil:	B2
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Proficient		Upper Intermediate	