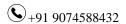
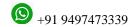
## **SINJIN JITRA**

M sinjinjitra@gmail.com





https://www.linkedin.com/in/sinjin-jitra-aa6779167

Highly resourceful, flexible, innovative, and enthusiastic individual who possesses a considerable amount of knowledge regarding administrative and office procedures. A quick learner who can absorb new ideas and is experienced in coordinating, planning, and organizing a wide range of administrative activities. Well organized and an excellent team player with a proven ability to work proactively in a complex and busy office environment. I am now looking for a career advancement opportunity to collaborate himself with company environment with committed & dedicated people, that will allow me to utilize my valuable experience, develop skills & potential and to explore myself fully.

#### **CAREER PRÉCIS**

Result driven professional with more than **9 years** solid, verifiable career track for successfully propelling industry leaders. Recently employed with **PHOENIX HOSPITAL**, **UAE**. Having Indian experience with **SHRI SAI HOSPITAL GROUP**. Experienced from **EMIRATES HOSPITAL GROUP**, **ASTER DM HEALTHCARE**, **SPINNEYS (DUBAI)**. **HOBBY MANAGEMENT**, **ARIONEDUCRE LTD**, **INDMERC**, **IMPRESSARIO**, **AMRUTHAA INTERNTIONAL (INDIA)**.

#### **CORE COMPETENCIES**

- > Branch Administration
- > Operations Management
- > Customer Relationship Management
- > Public Relation Management
- > Hospitality Service and Front Office Management
- > Team management and leadership
- > Monitoring and evaluation
- > Recruitment and talent acquisition
- > Sales and Marketing
- Communication skills
- Critical thinking and problem solving
- > Event organizing/planning skills
- > Software proficiency
- > Documentation and record keeping

#### **CAREER CONTOUR**

## PHOENIX HOSPITAL, AHALIA HOSPITAL GROUP (ABUDHABI, UAE) GUEST RELATION OFFICER (Nov 2021- Jan 2022)

- > Categorize the feedback as complaints & suggestions.
- > Supervise daily administrative operations.
- > Forward the suggestions to medical administration team.
- > Daily visit to all departments to assure quality service.
- > Prepare work schedules for executive employees.
- > Maintain organized medical and employee records.
- > Monitor staff's performance.
- > Train/orient new employees.
- > Provide feedback to GREs.
- > Co-ordination with HR and management board.

# SHRI SAI HOSPITAL GROUP (PATNA, BIHAR, INDIA) OPERATION MANAGER (Oct 2020 to May 2021)

- > Supervise daily administrative operations.
- > Monitor expenses and suggest cost-effective alternatives.
- > Recruiting.
- > Develop and implement effective policies for all operational procedures.
- Prepare work schedules.
- ➤ Meeting with clients/corporate/parties.
- > Maintain organized medical and employee records.
- > Monitor staff's performance.
- > Train/orient new employees.
- > Ensure prompt ordering and stocking of medical and office supplies.
- > Answer queries from doctors, nurses and healthcare staff.
- > Resolve potential issues with patients.
- > Stay up-to-date with healthcare regulations.
- > Liaison between the clinical staff and the recipients of healthcare services.
- > Co-ordination with HR and management board.

# EMIRATES HOSPITAL GROUP (DUBAI -UAE) ADMIN/PATIENT/PUBLIC RELATION EXECUTIVE (Dec 2018 to Nov 2019)

- Admin management.
- > Preparing duty roster for employees.
- Support to manager and employees.
- Preparing and organizing branch records.
- Organizing and maintaining files both paper and electronic.
- Knowledge about patient care and billing.
- Planning and scheduling meetings and appointments.
- Managing projects and conducting research.
- Purchasing Supplies.
- Floor management.
- Employee training.
- Promotion & Marketing.
- Handling patients & complaints.
- Insurance approval.

## ASTER JUBILEE MEDICAL CENTER (DUBAI -UAE) CSE (Sep 2016 to Sep 2018)

- Knowledge about patient care and billing.
- Admin management.
- Floor management.
- Employee training.
- Promotion & Marketing.
- Handling patients & complaints.
- > Insurance approval.
- Billing.

### HOBBY MANAGEMENT (KERALA - INDIA) EVENT MANAGER (May 2013 to Nov 2015)

- Organizing events.
- > Research new marketing methods and strategies for better service.
- ➤ Handling management in the absence of Managing Director.
- > Providing information's.
- > Making advertisements through different medias.
- > Client meetings.

# ARION EDUCARE LTD (KERALA, INDIA) MARKETING MANAGER (Apr 2012 to Apr 2013)

- > Recruit and manage marketing executives to achieve the organizational target.
- > Research new marketing methods and strategies and implement it.
- > Conduct marketing surveys and identify new possible courses.
- > Advertisements on behalf of the company through different media.
- > Conduct career seminars in colleges.
- > Make sure the targeted admissions of candidates in every batch.
- > Handle branch administration and management in the absence of Managing Director.
- > Run the company successfully.

# AMRUTHAA INTERNATIONAL 4Star Hotel (KERALA, INDIA) FOE (Jun 2010 to Jul 2011)

- Welcome the arriving guest.
- > Providing information service.
- > Receiving and processing reservation.
- > Filling of the arrival and departure register.
- > Dealings with complaint and handling them.
- > Communication and coordination with other departments.
- > Doing check in & check out duties.

### INDMERC & IMPRESSARIO EVENT MANAGEMENT (KERALA, INDIA) EVENT COORDINATOR (2010 – 2011)

- > Hosted a boat rally event as part of The National Annual Navy Fest conducted by Indmerc as part of in Cochin, Kerala.
- ➤ Hosted various events conducted by Impresario Event Management, India.
- Customer Relation Executive for Tata Realty and Infrastructure Ltd during Mega annual carnival, Manorama Fiesta 2010.

## VIDEOCON 3G (KERALA, INDIA) MARKETING EXECUTIVE (2010-2011)

- > Marketing executive for Videocon 3G service.
- > Making awareness to people and marketing the product.
- > Create awareness of and develop the brand you're marketing.
- > Communicate with target audiences and build and develop customer relationships.
- ➤ Help with marketing plans, advertising, direct marketing and campaigns.
- > Support the marketing manager in delivering agreed activities.

### **SCHOLASTICS**

- ➤ PURSUING MBA HR. (BHARATHIAR UNIVERSITY)
- > GRADUATION IN BA LITERATURE. (CMJ UNIVERSITY)
  - o 2010-2013
- > DIPLOMA IN AVIATION HOSPITALITY AND TRAVEL MANAGEMENT. (ICM UK)
  - o 2009 2010
- ➤ HIGHER SECONDARY. (KERALA STATE BOARD)
  - 0 2006-2008

### TECHNICAL SKILLS

Operating Systems : DOS, Windows 7,8,8.1, 10, 2K
 Packages : MS Office, Photoshop and Internet

#### **EXTRAS**

- > Mediworks
- Galileo
- Abacus
- > Oracle
- ➤ GRM
- > Acu Tech
- > Studio Code
- ➤ Hot Soft
- > Fidelio
- > Medsoft
- ➤ Medas
- > Opera
- > Outlook
- ➤ ERX
- > Swimming
- First Aid

### **PERSONAL SNIPPETS**

Date of Birth : 10<sup>th</sup> Aug 1990

Present Address : Flat No – 7B

Banjara Castle

Road no – 12, Banjara Hills Hyderabad, Andra Pradesh

India - 500034

Permanent Address : Hobby Villa

Peringala P.O Kayamkulam -Alleppy dist, Kerala, India – 690502

Father's Name : Jitra Cherian

Marital Status : Married

Languages Known : English, Malayalam, Hindi, Tamil, Telugu.

### **PASSPORT DETAILS**

Passport Number : R4141786

Date of Expiry : 27/09/2027

Place of Issue : Cochin

### **DECLARATION**

I hereby declare that the information is correct up to my knowledge and I bear the responsibility for the abovementioned particulars.

Place

Date SINJIN JITRA