


SINJIN JITRA

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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)
 - 2010-2013
- DIPLOMA IN AVIATION HOSPITALITY AND TRAVEL MANAGEMENT. (ICM UK)
 - 2009 – 2010
- HIGHER SECONDARY. (KERALA STATE BOARD)
 - 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 : 10th 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 above-mentioned particulars.

Place
Date

SINJIN JITRA