

JACOB K RAJAN

OPERATIONS AND ADMINISTRATIVE EXECUTIVE

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Available to join immediately | Visit Visa

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PROFESSIONAL PROFILE

Dynamic administration professional with proven experience in operational management, financial oversight, and team leadership across healthcare and EdTech institutions. Adept at streamlining processes, managing financial cycles (RCM/revenue/expenditure), and leading teams to achieve key performance indicators (KPIs). Demonstrated success in achieving operational efficiency and financial self-sustainability in fast-paced environments.

AREAS OF EXPERTISE

Operational Management: Duty Roster Planning & Staff Allocation, Operational Reporting & KPI Monitoring, Process Streamlining.

Financial & Administrative Oversight: Revenue Cycle Management (RCM), Financial Reporting (Revenue, Expenditure, Income Statements), MIS Updates.

Stakeholder & Relationship Management: Patient Relationship Management (Grievance Handling), VIP & International Patient Services, TPA/Insurer Coordination, Nodal/State-level Stakeholder Coordination.

Team Leadership: Supervision of Interns, Apprentices, Faculty, and Administrative Staff, Conflict Resolution.

WORK EXPERIENCE

Centre Operations Head | August 2024 – July 2025

ASAP Community Skill Park, Government of Kerala– Kunnamthanam, Kerala, India

- Led daily operations of the centre, achieving financial self-sustainability and smooth execution of programs.
- Coordinated with nodal/state-level stakeholders, NGOs and government departments to implement skill enhancement initiatives and community engagement programs.
- Supervised interns, apprentices, faculty, and administrative staff to maintain high-quality training standards.
- Prepared monthly revenue, expenditure, income statements, activity reports and maintained timely MIS updates.
- Monitored program outcomes, evaluated trainee performance and aligned activities with employability objectives.

Operations Executive - Insurance | May 2022 – May 2024

KIMS Healthcare Management Limited – Kerala, India

- Managed cashless and reimbursement claims for 30+ insurers across India, GCC, Maldives and Europe, including daily status tracking, denial management, resubmissions and resolution of escalated cases.
- Oversaw daily hospital operations, including patient admissions, discharge processes, Revenue Cycle Management and workflow coordination across clinical and administrative departments.
- Coordinated with insurance companies, third-party administrators (TPAs) and hospital departments to obtain preauthorizations and resolve discrepancies, claim denials, billing issues and pending approvals.
- Worked with the finance and billing team for claim reconciliation, reimbursement processing and accurate coding.
- Coordinated airport transfers, hotel bookings and interpreter services for international patients.
- Collected and acted on patient feedback, resolving grievances and fostering long-term patient trust.
- Generated operational reports on patient footfall, claim approvals, denials and satisfaction ratings.

Insurance Coordinator | April 2021 – April 2022
Mount Zion Medical College Hospital – Kerala, India

- Coordinated the complete insurance cycle, from patient registration and eligibility verification to final settlement.
- Served as the primary liaison between patients, hospitals, insurers, and TPAs, ensuring timely approvals and resolving disputes.

EDUCATION

Master of Business Administration (MBA) in Finance & Operations
Kerala University – Thiruvananthapuram, India | 2020

Bachelor of Science in Mathematics
Mahatma Gandhi University – Kottayam, India | 2018

Certificate in Medical Coding

KEY SKILLS

Core Skills: Effective Communication | Interpersonal Skills | Active Listening | Professional Relationship Building | Conflict Resolution | Team Collaboration | Organizational Skills | Emotional Intelligence | Time & Resource Management

Languages: English – Proficient | Malayalam – Proficient

Digital Skills: MS Office Suite | Google Workspace | Hospital Information System

PERSONAL INFO

Nationality: Indian

Visa Status: Visit Visa (Expires on 25th November 2025)