**CURRICULUM VITAE**

**MBA – Hospital and Healthcare Management**

Merlin Philip

16/3, SecondFloor,

Shubham Apartments, Ward-I,

Mehrauli

New Delhi-110030

India

+91 9718702993

philip.merlin@gmail.com

**CAREER OBJECTIVE**

To attain a challenging and rewarding management position within the organization where prior experience, personal ability and a commitment to professionalism would be of value. Position should allow for continued personal and professional growth and commensurate with achievements.

**PROFESSIONAL QUALIFICATION**

* MBA in Hospital and Health Management (2012-2014),Jamia Hamdard University, New Delhi, India
* B.scin Nursing, CCSUniversity(2011), Uttar Pradesh, India.

**ACADEMIC QUALIFICATION**

* Sr. Secondary:Notre Dame School, Mathura Road, New Delhi, India(2006)
* Secondary: Notre Dame School, Mathura Road, New Delhi, India(2004)

**WORK EXPERIENCE**

Currently working with **Jaypee Hospital**,**Noida, India** as an **Assistant Manager** in the department, **Quality and Systems**(June 2014 Onwards)

* Core Team member for **JCI Accreditation** Process
* Core Team member for **NABH Accreditation** (2015)
* Core Team member for **NABL Accreditation** (2016)
* Made and implemented Online Patient Feedback Portal
* Policies and Records management
* Active internal auditor for clinical and non- clinical departments
* Training and Development

**Job Responsibilities in the Current Organization:**

1.Part of Core team that gets the Hospital Quality related Certification based on JCI or Joint Commission International, which is an international certification body. Also gets certification done on the basis of NABH or National Accreditation Board of Hospitals and Healthcare providers, which is a national accreditation body for Quality Standards.

2. Analyzes patient feedback and measure the Patient satisfaction based on that. Manages and monitors patient complaints.

3. Does internal audits of the hospital for Quality based on JCI and NABH.

4. Drafts and implements policies and protocols for all the hospital departments.

5. Participates in administration related tasks.

6.  Does Hospital Operations work in the In Patient wards and Outpatient Departments.

7. Holds meetings with the management and stakeholders regarding quality improvement projects.

8. Training and Development of staff .

Summer Internship in **Holy Family Hospital, Okhla, India** (May 2013 to July 2013)

Worked as an intern in Operations Management

* Worked on a project on Labour Productivity
* Surveyed and Analyzed Patient and Employee satisfaction levels

Worked with **Max Super-speciality Hospital**, **Saket**, **New Delhi**(December 2010- December 2011)

* Practiced Holistic patient care
* Managed the Medical Surgical Ward
* Organized various events

**STRENGTHS**

* Well versed with Microsoft Excel, Word, PowerPoint and Visio.
* Effective interpersonal skills with good written and verbal communication skills
* Ability to plan and organize
* Fast learner and deliver results

**CONFERENCES AND SEMINARS ATTENDED**

* Certification course on Lean and Six Sigma (2015)
* Certified in NABH Internal Auditors “Programme On Implementation”(2015)
* Attended the seminar on Corporate Social Responsibility in Jamia Hamdard (2013)
* Attended The Cardiac Conference at Medanta - The Medicity, Gurgaon(2009).

**AWARDS AND ACHIEVEMENTS**

* Participated and Achieved Merit Certificates in various cultural and co-curricular activities at school and College level.
* Was elected as the College Student Association Secretary (2009)
* Received award for All-rounder of cultural activities (2010)
* Received recognition for Patient Satisfaction from Max Multi Speciality Hospital (2011)
* Was elected as the chief coordinator for Management Fest – Ham D’hiver (2015)
* Organized various clinical as well as non –clinical events at Jaypee Hospital, Noida(2015)

**PERSONAL DETAILS**

D.O.B - 27/01/1989

Age - 28 years

Sex- Female

Father’s Name- Mr. Philip John

Mother’s Name- Mrs. Gracy Philip

Language known- English, Hindi and Malayalam

Hobbies - Painting, literary activities, travelling.

Date-

Place- MERLIN PHILIP