



SONIYA ANISH
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CAREER OBJECTIVE

To achieve a leading position in a challenging environment for which in-depth background, knowledge and experience of several years will have a valuable implementation.

EDUCATIONAL QUALIFICATION

2006: Master of Hospital Administration, Acharya Institute of Health Sciences (Rajiv Gandhi University, Bangalore).

2004: Bachelor of Arts, Newman College (Mahatma Gandhi University, Kerala).

TECHNICAL QUALIFICATION

MICROSOFT Office

- **Knowing Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint and Microsoft Outlook Express.**
- **Knowing Operating Systems: Windows9X, Windows2000, Windows ME, Windows XP and Windows Vista.**
- **Internet & E-mail.**

SKILLS

- **Extensive knowledge of Business Principles and Management.**
- **Communicating with the people and giving priority to what they are speaking out.**
- **Efficient in solving issues related to health care service and gain ultimate client satisfaction.**
- **Possesses strong knowledge in health science, public health care and of Business Administration in the health care unit.**
- **Effective in making prompt decisions.**

WORKSHOP PARTICIPATION

Workshop on “Consultation of Quality Health Care In Hospital” conducted by Christian Medical College and Bangalore Baptist Hospital.

- Workshop on “Modern Techniques in Hospital Administration” by Rajiv Gandhi University of Health Sciences and Padmashree College of Hospital Administration on 08, April, 2006.

TRAINING EXPERIENCE

- One month training in NIMHANS, Bangalore.
- One month training in Holy Family Hospital, Muthalakodam, Idukki, Kerala.

PROFESSIONAL BACKGROUND

Since 2008 (08/11/2008 to 23/03/2011), worked as Admin Executive in Prannam Hospital, and was responsible for:

- Managing a team of support staff to deliver timely, appropriate and excellent services to our customers.
- Making recommendations for the utilization of departmental budget to achieve optimization of allocated resources.
- Managing the billing department function which also involves even dealing with insurance companies with regard to the claim for the patients.
- Managing the cost, quality and delivery of health care services.
- Maintaining records and generalizing data for monitoring and quality assurance purposes.
- Writing reports, attending meetings, and delivering presentations for a wide variety of audiences.
- Managing customer complaints and follow up with service recovery if necessary.
- Planning and implementing important changes for improving service delivery.

From 2007-2008 (16/01/2007 to 20/08/2008), Front office Administrator in Rainbow

Children’s and Prenatal Centre Hyderabad, and was responsible for:

- Supporting the Manager for inpatient operations and to assist in the management of assigned clinical and patient services in the hospital. In particular customer service, operational excellence and financial profitability.
- Developing policies and procedures to promote establishment and maintenance of meaningful communications between patients, families and staff. Initiates steps to improve the departmental functioning.
- Coordinating department functions with nurse managers and doctors to manage the daily operations of the assigned service area to ensure its smooth running daily.

Other responsibilities in general:

- Managing health care, financial aids and hospitalization for the needy, low-income, and poor patients, with reliable insurance and proper service.

- To implement and enforce policies and procedures for the safety ,health and security of patients and staff.
- Responsible for representing departmental meetings and hospital committees.
- Responsible for checking risk management proposals and quality assurance.
- Make sure that the database is complete and accurate.

PERSONAL PROFILE

Age/ Date of Birth : 35/01-05-1983

Sex : Female

Marital Status : Married

Nationality : Indian

PASSPORT DETAILS:

Place of Issue : Dubai

Date of Issue : 21/02/2017

Date of Expiry : 20/02/2027

VISA STATUS:

Valid Residence Permit under the sponsorship of husband.

LANGUAGES KNOWN

Read, Write & Speak : English, Malayalam & Hindi

Speak : Telugu

PERMANENT ADDRESS

SONIYA ANISH
CHEAMPALETHU HOUSE
CHENNEERKARA P.O.
PATHANAMTHITTA,KERALA

Declaration

I hereby declare that the above mentioned details are true to the best of my knowledge.

SONIYA ANISH