**M.Suresh**

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**Overview**

* Over 29years’ experience in Operations,HR, Administration, Facility Management and Business Development in Healthcare industry.
* Successfully directed operations involving healthcare and its integrated networks resulting in process improvements, increased patient footfalls and enhanced revenue generation.
* Communicate and manage team performance expectations, reinforcing goals, providing coaching and feedback on performance to HR regional standards.
* Expertise in effective brand and image management while maintaining the profitability of operations for hospital chains across the country.
* Track record of delivering operational excellence and directing teams towards achieving organizational goals.

**Professional Experience**

**Praba’s Vcare Health Clinic Pvt Ltd Nov 2018 to June 2021**

*Company focused on trichology- diagnostics, skin care, education, retail products, and spas and in Homeopathic, Siddha, Ayurvedic treatments.*

**Achievements**

* Cut down of cost from 5% to 10% on the branches operational expenses.
* Increase in business on identifying the bottle necks and taking necessary action connected to that.
* Deploying a separate team internally to follow up and highlight on the missed follow ups and get back them to resume services.
* Increased footfalls by training call centre agent for effective convincing skills and fixing appointment.
* Assist the HR team by providing reports, tracking KPIs, document creation, etc
* Execute continuous improvement initiatives
* Consistently follow defined HR processes, challenge steps that may not make sense / add value.
* Coordination of new starter process which will include generating employee contracts, assisting in the employees initial welcome, orientation and induction.
* Deliver on commitments, manage expectations & keep partners informed on progress.
* Manage the input & accuracy of all employee data across all systems.
* Negotiating with vendors on comparison of their quotes and reducing the expense by 5 – 10% from the actual.

**GM Operations – Hair & Skin Division (TN&AP, KA)**

Handling 34 branches **Operational / Facility / Accounts / IT / Warehouse / Purchase /Branding /Building owners of branches.**

**Reporting to COO and Managing Director**

**Key Deliverables**

* Handling Audit team in coordination with the Operational Manager.
* Handling Facility team in assigning tasks (from branches, new sites/existing).
* Drive performance (service, productivity and quality) of the HR Operations Team through the Team Leader position, to ensure proactive delivery of day to today service to all areas of the business.
* Negotiating with vendors relating to Branding/Corporate works/IT/Purchase.
* Manage the input & accuracy of all employee data across all systems
* Coordinating with Branding Team relating to promotional activity expenses, Business planning and Development.
* Handling biomedical team and giving schedule on their visit to branches and keeping up their equipment status (if any at branch level) and sending for regular service to avoid further damages.
* Handling New Projects relating to branches and renovating of existing branches in coordination with concern teams.
* Manage projects in compliance with Global Project Management methodology to ensure project go-live within agreed scope, time and budget.
* Escalations relating to client issues at branches in concern to services and process followed with customer satisfaction.
* Validating with HR on manpower requirement at branches and their requirements relating to HR.
* Negotiating with Vendors in Branding activities either meeting in person or over phone.
* Forming SOP’s to be followed by branches and team in concern with approval of Managing Director.
* Ensure the process management is followed and direct team on the changes in the system.

**M.V.Hospital for Diabetes Pvt Ltd March 2017 to Nov 2018**

***WHO Collaborating Centre for Research, Education and Training in Diabetes.***

**General Manager Strategic Operations**

**Achievements**

* Increased patient footfall by 10% in addition to the previous months through out.
* Increased revenue from 35 to 47 lakhs pm.
* Inked tie ups with Chennai Corporation, and Traffic Police, for brand building and getting referrals.
* Implemented cost cutting plans and created packages at all levels that would benefit even unaffordable patients.
* Improved Patient retention by improved crowd management and reduced waiting time by streamlining processes for patient care.
* Patient retention increased from 10% to 15%.
* Provide clear metrics and data to provide accurate assessment of operational performance on a period basis.
* Manage the HR Associates Programme in order to provide level entry HR support across the HR functions and develop at talent pipeline for level entry roles.

Heading a 100 beds Hospital with branches in Adyar,Velacherry and Koramangala and Team Size of over 350employees, andHandling a footfall of over 2000 patients per month.

**Reportingto Chairman and Managing Director.**

**Key Deliverables**

* To be the one – point of contact for all HODs / Section in charge for all major / minor decisions with regard to Operation activities.
* Implementing clinical policies and procedures.
* To monitor and maintain strong financial performance of the institution and coordinate with HR on the retention percentage.
* To be instrumental in increasing revenue and reducing cost to the institution and also meet the revenue targets set by the management.
* To ensure financial stability and strength by promoting services in a cost effective manner and with continual training and knowledge.
* To visit all the Chennai branches once or twice week and the outstation branches once a month and submit a report with Corrective actions to the Chairman and Managing Director.
* Assist with the integration and alignment of new acquisitions in terms of HR processes Maintains knowledge of progressive HR practices and key trends and advises on HR best practice.
* Daily MIS submission to certain specified people in the organization.
* Business management and development to maximising profits.
* P&L account management.
* Management of materials, facilities, equipment.
* Ensure high quality of customer services.
* Effectively manage medical and non medical team, ensuring proper coordination.
* Monitoring and collection of outstanding from TPA / Insurance / corporate accounts.
* Handling patient & employee satisfaction surveys.
* Coordinate and manage all HR Employee Vetting activities to achieve target key performance indicators, operational level agreements and service levels

**Consultant for a Start up’s June 2016 to Feb 2017**

Working for IT Startup Company in developing software for Health care industry coordinating with my friend in developing the software. Worked with him in developing clinic software for patients visiting in clinics – process.

**Achievements**

* Increased patient footfall by 40% over 1 year.
* Increased revenue from 35 to 47 lakhs pm.
* Inked tie ups with Salem Corporation, TN Police, Traffic Police, L&T, among others.
* Tied up with colleges, clubs, Rotary groups for organizing eye camps.
* Improved Patient retention by improved crowd management and reduced waiting time by streamlining processes for patient care.
* Tied up with Manipal Hospital, Salem for patient referrals.
* Patient retention increased from 15% to 23%
* Initiated the process of NABH Accreditation
* Successfully implemented systems for fuel economy on all transportation.

**Dr.Agarwal’s Eye HospitalSeptember2014 to May 2016**

*Leading eye specialty hospital chain in India.*

**Assistant General Manager Operations**

Team Size – 70 employees.Reporting to President.

Managing operations at Salem, Dharmapuri, Krishnagiri with 30 beds.

Handling a footfall of 2000 patients per month.

**Key Deliverables**

* Business management and development to maximising profits.
* Management of materials, facilities, equipment.
* Effectively manage medical and non medical team, ensuring proper coordination &Monitoring and collection of outstanding from TPA / Insurance / corporate accounts.
* Handling patient & employee satisfaction surveys.

**Praba’s Vcare Health Clinic Pvt LtdJune 2012 to September 2014**

*Company focused on trichology- diagnostics, skin care, education, retail products, and spas and in Homeopathic, Siddha, Ayurvedic treatments.*

**Achievements**

* Increased business in the skin department to 1 crore in a period of 2 months.
* Increased footfalls by 20%
* Set up a call centre to effectively handle all patient queries and make appointments at the branch nearest to them.
* Established a separate department for addressing customer grievances ensuring a high level of satisfaction and increased referrals.
* Formulated SOPs for patient handling and care.

**Head of Operations – Hair & Skin Division (TN&AP, KA)**

Handling 17 branches with staff strength of over 500 employees.

Reporting to CEO

Handling a footfall of around 10,000 – 15,000 patients every month.

**Key Deliverables**

* Managing operations, administration & business development
* Implementing improvements in operational systems and processes.
* Overseeingrecruitment, people management, development, and retention strategies.
* Planning, budgeting and monitoring financial operations.

**Sinar Jernih India Pvt LtdNov 2011 to May 2012**

*Leading Service provider of housekeeping/ maintenance and innovative IFMS solutions for Healthcare& hospitality clients in India & Malaysia.*

**Achievements**

* Successfully handled administration and operations of 10 hospitals all over India - Kirubai Ambani Mumbai, Colombia Asia, Bangalore, Miot Chennai, Wockhardt Rajkot, Sagar Apollo Bangalore, Tata Memorial Kolkata.
* Ensured operations were cost effective and as per budget. Successfully maintained no shortfall in services resulting in no deductions on payments.
* Implemented effective cost control systems.
* Improved quality of operations by ensuring effective quality of training was provided by Sinar trainers. Reduced the attrition rate to 5%.

**Manager Operations – Health Care Division**

Handling administration and operations of 10 hospitals all over India

**Key Deliverables**

* Effective brand and image management.
* Monitor progress of activities and maintain good relationship with staff &Preparing budget allocations as per sales budgets.
* Update SOPs and manuals in conjunction with HR, Finance QA & Logistics.
* Effective troubleshootingto analyze and solve problems and issues.
* Operational planning, manpower training.
* Maintain high levels of hygiene and safety standards at all locations

**Vasan eye Care Hospitals, ChennaiNov 2009 to Nov 2011**

*The World's Largest Network of Eye Care Hospitals with 170+ hospitals pan India and abroad.*

**Achievements**

* Initiated successful cost cutting initiatives
* Set up systems for efficient management of stores to eliminate dead stock.
* Reduced fuel expenditure by 10%.
* Effective vendor management resulted in reducing fuel consumption from 10% to 8.5%.

**Manager Operations**

Team size 110

**Key Deliverables**

* Monitoring all departmental activities.
* Cost control initiatives for all heads including materials, manpower, infrastructure, communication, travel.
* Preparing operational and management dashboard every month.
* Productivity analysis of doctors, employees with HR coordination.
* Ensure effective customer care for complete patient satisfaction.
* Conducting internal audits and implementing remedial measures.

**Ghantoot General Mechanical Engineering L.L.C.,Dubai Nov 2007 to Nov 2009**

*The region’s leading construction, development and service group specializing in civil engineering, electrical projects, road construction and transport and marine services.*

**Admin in charge**

**Achievements**

* Appreciation received for reducing the expense of fuel usage for vehicles by 20% from 45%.
* Stream lined the employee database with individual identification & initiated company for ISO and worked as MR in achieving it.

Handled staff strength of 300.

**Key Deliverables**

* Managing team to ensure all assigned functions are properly executed.
* Manpower planning as per HR requirements in line with payroll budget
* Handling recruitment in Chennai, including arrangement of visas of selected candidates.

**Dr. Batra's Positive Health Clinic Pvt. Ltd.Oct 2003 to Nov 2007**

*Leading company in modern Homeopathy in India with over 223 clinics spread across 122 cities in India, Dubai and UK.*

**Patient Relationship Manager**

**Achievements**

* Generated repeat business through effective patient follow-up.
* Increased retention of patient base to 78% from 65% earlier.
* Appreciated for maximum conversion of walk-ins to registrations and maximum conversions through advertisements.

Reporting to National Head Patient relationship

**Key Deliverables**

* Service operations of 4 branches in Chennai with a team of 45.
* Interactingwith patients for registration; monitoringpatient satisfaction.
* Monitoring overdue payments and ensuring timely recoveries.
* Recruiting, training support staff,pharmacists in coordination with HR
* Handling all MIS activities.

**Amrutanjan Info TechDec 2002 to Oct 2003**

*International call centre in Chennai*

**Senior Executive Customer Relations**

Handling a team of 20 people.

**RPG Paging Services Ltd., Chennai July 1996 to Dec 2002**

*Leaders in paging services in India*

**Achievements**

* Maintained employee attrition rate at 10%.
* Consistency in performance and effectively handling crucial responsibilities.
* Received recognition for rendering excellent quality calls.
* Increased customer retention to 67%
* Applauded and appreciated for best teamwork.

*Senior Customer Relations Executive.*

Handled a team size of 23 in front and back office.

**Key Deliverables**

* Heading the teams in charge of corporate accounts and complaint resolution, and handling walk in customers.

**Shree Jayalakshmi Medical Services (C&F )Joined 1993**

**Coordinator Incharge**

* Handling C&F operations for Wander cough syrups and Sandoz calcium tablets,handling complete logistics.

**SKILLS**

* Excellent attention to detail and ability to work under pressure.
* Thorough attention to detail and ability to ensure quality work of a large team.
* Strong Excel skills (proficient in the use of functions, pivot tables etc.)
* Excellent prioritization and organization skills (able to handle multiple tasks and projects at the same time)
* Excellent prioritization skills (able to handle multiple tasks and projects at the same time).
* Excellent analytical skills (able to develop and produce meaningful reports from multiple streams of data)
* Ability to multi-task and work in fast-paced environment
* Ability to question requests that may not meet data security standards.
* Ability to ask relevant follow-up questions to requestors, clarify requests, and re-negotiates deadlines when necessary.
* Able to thrive in a high volume, fast paced and dynamic environment.

**Education**

MBA – Hospital Management at Dr.Alagappa University

Diploma in Hospital Management – Madurai Kamaraj University

B.A. Corporate Secretary ship, University of Madras`

**Date of Birth**

19th August, 1970