



# ANUSREE N

## HOSPITAL ADMINISTRATOR

**Address:** UAE  
**Phone:** +971527036642  
**Email:** anusreenellikka67@gmail.com

### SUMMARY

---

Healthcare Administrator with proven experience optimizing hospital operations, enhancing patient experiences, and driving process efficiency across multi-location facilities. Recognized for streamlining patient admission/discharge workflows, strengthening communication across departments, and efficiently managing insurance coordination. Adept at leveraging data to support informed decision-making and elevate healthcare delivery standards.

### SKILLS

---

- **Hard Skills :** Patient Administration | Patient Flow Management | Inventory Management | Staff Scheduling | Insurance Claims Processing | Medical Records Auditing | Clinical Operations | Vendor and Supplies Management | Case Management | Insurance & Claims Coordination | Hospital Operations Management | Report Generation | Data Accuracy | Inpatient Care Oversight
- **Soft Skills :** Leadership | Communication | Problem-Solving | Empathy | Time Management | Critical Thinking | Adaptability | Attention to Detail | Decision-Making | Negotiation Skills Technical Skills
- **Technical Skills :** Microsoft Excel | Microsoft Word | Microsoft Powerpoint

### WORK EXPERIENCE

---

#### **Patient Relations Officer** - Aug 2023 to Nov 2024

Ahalia Hospital - JCI & NABH Accredited - Palakkad, Kerala

- Streamlined patient admissions and discharges across 3 locations, increasing process efficiency and reducing average wait time.
- Resolved over 50+ patient inquiries daily via phone and addressed 30+ emails per day, enhancing patient satisfaction scores.
- Facilitated accurate documentation for over 30 insurance cases per day, reducing claim rejections through proactive error identification and form validation.
- Conducted daily inpatient rounds, resolving real-time issues and improving patient feedback ratings in quarterly surveys.
- Led coordination of daily and monthly operational reports, enabling department heads to identify bottlenecks and implement corrective actions.
- Partnered with clinical and administrative teams to support hospital KPIs, contributing to improvement in departmental workflow compliance.
- Supported emergency response initiatives, ensuring staff readiness and patient safety during unplanned events.

#### **Operations Intern** - Aug 2022 to Aug 2022

VPS Lakeshore Hospital - Ernakulam, Kerala

- Assisted administrative leads with documentation and patient coordination activities during peak times.
- Contributed to the streamlining of patient registration protocols during OP hours, reducing delays.

### ACADEMIC QUALIFICATION

---

#### **MBA – Healthcare Management & Marketing**

Kannur University – 2023

#### **B-Com with Computer Applications**

Kannur University – 2020

### LANGUAGES

---

English | Hindi | Malayalam | Tamil

### PERSONAL INFORMATION

---

Gender : Female  
Date of Birth : 06/07/1999  
Nationality : Indian  
Visa Status : Visit Visa