

MUHAMMED MOOPPANTAKATH

Operation Manager



CONTACT

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- Dubai, UAE
- VISA** Visiting Visa

KEY SKILLS

- Patient Relationship Management
- NABH Standards & Accreditation
- Clinical & Administrative Coordination
- OPD/IPD Workflow Management
- Quality Control & Auditing
- Complaint Handling & Grievance Redressal
- Electronic Health Records (EHR) Handling
- Strong Verbal & Written Communication
- Analytical & Problem-Solving Skills
- Team Leadership & Motivation
- Vendor Negotiation & Contract

COMPUTER PROFICIENCY

- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Electronic Health Record (EHR) systems
- Hospital management software
- Patient scheduling and billing software
- Data entry and database management

ADDITIONAL INFO

- Nationality** : Indian
- Gender** : Male
- Date of birth** : 12.05.2000

LANGUAGES

- English
- Hindi
- Tamil
- Malayalam

PROFILE SUMMARY

Dedicated and results-oriented healthcare professional with **over 3 years** of experience in hospital operations, administration, patient coordination, and clinical support services. Skilled in managing day-to-day hospital functions, streamlining workflows, and ensuring compliance with healthcare standards and accreditation protocols. Proven ability to collaborate with multidisciplinary teams, enhance patient satisfaction, and support quality improvement initiatives. Strong background in insurance coordination, documentation, and patient communication.

EDUCATION

- MASTER OF BUSINESS ADMINISTRATION** | *Pursuing*
The University of People
- BACHELOR OF HSOPITAL ADMINISTRATION** | 2022
Yenepoya University

WORK EXPERIENCE

- OPERATION MANAGER** | March 2024 – Present
PRIME HEAL HOSPITAL, KASARAGOD, KERALA, INDIA
 - Led hospital setup including construction, budgeting, and vendor coordination.
 - Oversaw installation of medical equipment for diagnostics and critical care.
 - Managed daily operations across clinical and support departments.
 - Implemented SOPs and quality checks to meet healthcare standards.
 - Handled procurement and supply chain for all hospital resources.
 - Assessed patient satisfaction and applied CAPA for improvements.
 - Ensured regulatory compliance and supported accreditation inspections.
- April 2022 – February 2024
OPERATION EXECUTIVE
KMCT MEDICAL COLLEGE, CALICUT, KERALA (NABH ACCREDITED HOSPITAL)
 - Coordinated daily hospital operations, ensuring smooth clinical and administrative functions.
 - Supported NABH compliance through documentation, audits, and standard implementation.
 - Monitored patient admission, discharge, and billing for accuracy and satisfaction.
 - Streamlined interdepartmental communication to boost operational efficiency.
 - Contributed to quality improvement and ensured infection control adherence.
 - Managed procurement and inventory of medical and non-medical supplies.

ACHIEVEMENTS

- Received Certificate of Appreciation from KMCT Medical College Hospital for key role in achieving NABH Accreditation.
- Streamlined OPD/IPD workflows, reducing patient wait times by over 20%.
- Introduced a patient feedback system that boosted satisfaction scores.
- Coordinated admission, discharge, and transfer protocols to improve patient flow.