

VIJAY MANNATH – Email: mannath.vijay@gmail.com Mob: +971-55-8779133
HEALTHCARE OPERATIONS MANAGER
(ADMINISTRATION, OPERATIONS AND BUSINESS DEVELOPMENT)

Professional Snapshot

- ❖ I am a dedicated professional with 20 years of experience in Administration in both smaller and larger teams.
- ❖ Focused Project Administrator, successful in project management and process improvement. Effective at using proven methods to successfully cut costs, streamline operations and increase productivity.
- ❖ Solutions focused, meticulous and result oriented professional distinguished by commended performance and proven results.
- ❖ Remains calm and poised even in high-pressure situations.
- ❖ Possess excellent interpersonal, communication and organizational skills with proven abilities in team management and planning.

Career Achievements

Customer Focus

- ❖ Extremely customer oriented, all pro-active measures are taken all times to ensure 100% requirements are met to achieve complete customer delight.
- ❖ Administered and executed the annual survey results to senior leaders to improve business processes which resulted in 30% increase in customer satisfaction rate.
- ❖ Developed KPIs to track and improve the satisfaction rate on client issues and on time.

Cost and Supply chain Management

- ❖ Achieved 20% cost savings in travel logistics.
- ❖ Implemented key logistics program with suppliers, eliminating manual ordering and reducing shortages in inventory and back orders and streamlines supply chain systems.

Team Management

- ❖ Provided training and Coaching to the team on the processes and procedures in medical tourism to meet operational efficiency.

Professional Experience

OPERATIONS MANAGER, NMC GROUP (AUG 2017 – PRESENT)

- **COVID 19** – Due to effective planning and excellent teamwork, the enablement of DOH guidelines was achieved seamlessly and with great customer satisfaction. My physical presence during the implementation of post lockdown SOP further motivated the team and ensured complete adherence to the laid down guidelines.
- Responsible for overseeing all the general functions of the health center and implementation of policies and recognizing the trends in client data and plan the upcoming projects.
- Recruited and managed a 12 member team.
- Boosted the health center efficiency through process improvements, customer satisfaction and Quality Program.
- Developed and managed Annual operational budgets.
- Developed reports and analyzed data on the healthcare business operations and client delight results and presented to the board in executive meetings.
- Managed day to day tactical and long-term strategic activities within the business.
- As part of QMS developed best practices which were implemented in the other functions.
- Developed and handled multiple community healthcare events in coordination with business development team.



Summary

Ambitious Operations Manager with more than 16years of management experience in the Customer Service and Administration.

Applies strong analytical and critical thinking skills to solve complex problems with outstanding work ethics and strong leadership skills.

Skills

- ❖ Planning & Analysis
- ❖ Customer Experience
- ❖ Operations Management
- ❖ Relationship Management
- ❖ Asset Management
- ❖ Inventory Management
- ❖ Cost Management
- ❖ MS Office Suite
- ❖ Reports and Dashboards

Contact Info

Golden Visa and UAE Driving License Holder

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Nationality

Indian

URL

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- Liaised with civil authorities and handled crisis management in the night operations.

PATIENT RELATIONS MANAGER, GMC, THUMBAY GROUP (FEB 2015 – AUG 2017)

- Monitored the pre-admits of the clients. Overseeing the logistics and timely enhancement of processes and policies.
- Presented various metrics of the dept. / client footfall to the Executive Committee.
- Mentored, Coached and trained front line employees
- Developed the planning and achievement of patient grievance / complaints objectives consistent with hospital policy and mission.
- Handled Financial Data related to the Patient relations department and implemented cost effective measures.
- Maintained good communication between hospital leadership, medical staff and governing boards by attending executive meetings and synchronizing interdepartmental functions.
- Organized multiple community events such as customer service week, mother care and many more.
- Responsible for ensuring to maintain the highest standards of Health and Hygiene.

SENIOR CLIENT SERVICES SUPERVISOR, JET AIRWAYS, INDIA (JUN 2012 -JAN 2015)

- Ensured compliance with all operations, AA safety and other government requirements.
- Managed operational profitability and cost control goals.
- Resolved customer service complaints and analyzed the QA and Customer satisfaction.
- Supported the Airport Manager by evaluating the performance of the Hyderabad station through corporate quality control measures, such as observations, CSI feedback, CSA data and customer complaints and compliments.
- Provided training to the team to meet all operational performance goals.

CLIENT SERVICES EXECUTIVE, JET AIRWAYS, INDIA (APR 2008 -JUN 2012)

- Dispatched Aircraft flight plan, weather and airport procedures to flight crew.
- Issued weight and balance load sheet following critical aircraft performance guidelines.
- Coordinated operational requisites such as fueling, crew, catering, cleaning and transportation.
- Responsible for monitoring Check-in, Boarding, loading and offloading of Aircraft and staff allocation.

SUDDELETTRAL NIGERIA LIMITED (DEC 2004 - APR 2008)

- Supported corporate as well as small group travel reservations.
- Responsible for Admin and facilities on day to day operations.
- Handling HR generalist roles for the operations staff.

(VIJAY MANNATH)

Academic Credentials

PG Diploma, CMS, India
Foreign Trade Management - 2005

BCOM / TAX, Pragathi Vidhyalaya, India
Commerce and Taxation - 2004

Linguistic Skills

English, Hindi, Malayalam, Tamil, Telugu