

# VISAKH M V

## Operational Manager

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### Professional Summary

Dynamic and results-driven Hospital Administrator with **4+ years** of experience in managing healthcare operations, streamlining processes, and leading multidisciplinary teams. Adept at ensuring regulatory compliance, optimizing patient care delivery, and maintaining robust hospital administration systems. Possess excellent interpersonal and organizational skills, with a focus on driving continuous improvement and operational excellence within healthcare settings.

### Professional Experience

- **Operational Manager**

Kasaragod District Co-operative Hospital Society Ltd | Kasaragod, India

October 2021 – Present

- Direct day-to-day hospital operations, aligning them with strategic healthcare objectives.
- Ensure compliance with healthcare regulations and standards.
- Lead the preparation and management of budgets to optimize resource allocation.
- Supervise hospital staff and build high-performing administrative teams.
- Implement systems to enhance operational efficiency and reduce costs.
- Foster a collaborative environment to enhance communication among staff, patients, and medical professionals.

- **Public Relations Officer**

Co-operative Medical Centre | Kasaragod, India

Dec 2020 – Sep 2021

- Developed and maintained positive relationships with community members and stakeholders.
- Represented the medical center in public engagements and media relations.
- Collaborated with internal departments to improve patient experience and satisfaction.

## **Core Competencies**

- Hospital Administration
- Healthcare Operations
- Strategic Planning
- Budgeting & Cost Control
- Regulatory Compliance
- Quality Assurance
- Facility Management
- Team Leadership
- Process Improvement
- Patient Relations

## **Education**

- **Master of Business Administration (MBA)(Travel and Tourism)**

Mangalore University | Jul 2018 – Oct 2020 | CGPA: 7.02 | Grade: A+

- **Bachelor of Commerce**

Kannur University | Jul 2015 – Apr 2018

- **Diploma in Hospital Administration**

SDMS Council | Oct 2023 – Sep 2024

## **Conferences and Seminars**

- International Seminar on Tourism and Sustainable Development (27/12/2019 & 28/12/2019) Mangalore University, India

## **Languages**

- Malayalam – Native proficiency
- English – Full professional proficiency (Listening & Reading and Speaking)
- Kannada – Professional working proficiency (Listening & Speaking)
- Tamil – Limited working proficiency
- Hindi – Limited working proficiency