

GLORIA RODRIGUES



CONTACT

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LANGUAGE

- ✓ English
- ✓ Hindi
- ✓ Kannada
- ✓ Konkani
- ✓ Tulu

INTERESTS

- Singing and Dancing
- Cooking
- Listening music
- Learning new knowledge

SKILLS

- Problem-Solving & Critical thinking
- Effective Communication
- Creativity and Teamwork
- Active listening & Quick learning
- Adaptability & Resilience

COMPUTER SKILLS

- Microsoft Word
- Microsoft Office
- Microsoft PowerPoint
- Microsoft Excel
- C++

OBJECTIVE

As a Master's graduate in Hospital Management from AJIHM, Mangalore, affiliated with RGUHS, Bangalore, I am eager to apply my knowledge and skills to contribute meaningfully to an organization. I am committed to enhancing hospital operations and supporting the institution's goals while continually improving my professional abilities.

EDUCATION

Pursuing Master's in Hospital Administration at A.J. Institute of Hospital Management.	2024
B.com at St. Aloysius College (Autonomous), Mangalore.	2022
P.U.C. at Rosa Mystica PU College, Kinnikambala, Mangalore.	2019
S.S.L.C. at Rosa Mystica High School, Kinnikambala, Mangalore.	2017

INTERNSHIP AND OPERATIONS

Sree Renga Hospital, Chengalpattu, Tamil Nadu. (2.5 Months)

Department: QUALITY DEPARTMENT

- Developed comprehensive process flowcharts and checklists, conducted non-clinical audits adhering to NABH 3rd edition standards for all departments.
- Actively participated in hospital accreditation processes, ensuring alignment with national quality standards.
- Conducted implementation studies on diagnostic safety improvements, including
 - "Enhancing Diagnostic Safety through Standardized Handover in Low-Resource Settings"
 - "Optimizing Diagnostic Safety through Effective Communication: Engaging Patients and Families in Low-Resource Settings."

A.J. Institute of Hospital Management, Mangalore. (6 Months)

Department: QUALITY DEPARTMENT

- Led audits for outpatient (OP) and inpatient (IP) services in the pharmacy department, with a focus on "Optimizing turnaround times for pharmaceutical dispensing to ICUs and wards"
- Research Project: "A Study on Medication Errors among Elderly on Polypharmacy in a Tertiary Care Hospital."

COURSE

Computer course on Accounts Executive- Tally ERP 9 (3 months)
Karnataka German Technical Training Institute- Mangalore (KGTTI)

CERTIFICATES

- Certificate Program for Quality and Accreditation (CPQA) - NABH 5th edition.
- Certificate in "THE KNOWLEDGE FACTORY-2021 at St. Aloysius College (Autonomous), Mangalore.
- Participated in 30 hours workshop on developing BRAND YOU for the industry.
- Participation certificate in the National Conference CAHO SAKCON 2023 on Operational Excellence in Healthcare".

DECLARATION

I hereby declare that the information provided above is true and accurate to the best of my knowledge and belief.

Date:
Place:

Gloria Rodrigues