

## **CURRICULUM VITAE**

**NEHA SAPNA DSOUZA**

Bantwal, Dakshina Kannada

Pin-574211

Tel: 0824 6613246 | Mob :+91 89040 01124

Email: nehasapnadsouza@gmail.com



### **Professional Objective**

**"Driven to exceed expectations through hard work and dedication, I aim to grow within your organization while consistently delivering outstanding results."**

### **Educational Qualifications**

- **A.J Institute of Hospital Management, Mangalore**
  - MASTERS IN HOSPITAL ADMINISTRATION (MHA) 2022-2024.
  - BACHELOR IN HOSPITAL ADMINISTRATION (BHA) 2018-202.
- **Sri Venkataramana Swamy PU College, Bantwal**
  - Pre-University (PCMB) 2016-2018
- **Sri Venkataramana Swamy English Medium School Vidyagiri, Bantwal**
  - SSLC 2016.

### **Work Experience**

Worked as Patient Relation Executive (PRE) at A.J Hospital and Research Center.

## **Practical Exposure**

### **➤ INTERNSHIP**

#### **Kasturba Hospital Manipal (NABH)**

Posted in Quality department & Operations department, KMC Manipal

#### **Audits undertaken**

- Completeness of pain assessment parameters and pain management in the emergency department.
- Compliance with single-use device (SUD) policy.
- Compliance with narcotics administration practices in post-operative care.
- Evaluation study on cost optimisation and inventory management in Cath lab procedure.
- Workflow analysis and revenue leakage by identifying billing errors for inpatient echocardiography services.

#### **Field Experience**

- Educated patients about the patient incident reporting system during their hospital stay.
- Departmental postings.
- Orientation to NABH assessment process.
- Reviewed the protocols of various departments.

### **➤ OPERATIONS POSTING**

#### **A.J Hospital and Research Centre (NABH)**

- Posted under Patient Relation Executive and various departments in the hospital to observe and understand the managerial process during the academic year.
- Worked jointly with a hospital manager as part of the Manager on Duty (MOD) team.
- Completed academic project on interpersonal communication and soft skills of Front office staff in tertiary care hospital.

- Posted in Human Resource (HR) department for a period of 6 months.

### **Audits done**

- Audit on occupational safety of housekeeping staff and laundry staff in hospital.
- Implementation study of Med Lern E-learning software for hospital staff.

### **HR Department Experience:**

- Managed Med Lern software including user activation/deactivation, content assignments and Identified and resolved Med Lern software errors.
- Identified the duplications in designations and departments in hospital designation master list and suggested to create new job categories
- Performed competency mapping for the Performance Management System.
- Assisted with onboarding processes, PF data entry, and leave management.
- Handled exit interview data entry and other HR-related data tasks.

### **Skills**

- Good oral, written and presentation skills
- Leadership quality
- Decision making
- Interpersonal skills
- Good time management
- Adaptability and ability to work under pressure
- Computer skills (Basics, MS-EXCEL, MS Word, MS-Power point)

### **Linguistic Proficiency**

- English, Hindi, Kannada and Konkani

### **Activities & Achievements**

#### **Certificate Programme**

- Certified person for implementation of NABH standards for hospital by National Accreditation Board for Education and Training (NABET), Quality Council of India (2024)
- Problem Solving Pro Digital Course by QIMPRO (2024).

### **Conference and Training**

- Workshop on Asset Performance Management by Karnataka Allied and Healthcare Care Professional's Association (2024).
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- National Level 'CAHO SAKCON at NIMHANS Conventional Centre, Bengaluru (2023).
- National Level 'HALO' at AJ Institute of Hospital Management & AJ Hospital, Mangalore (2019).

### **Sports & Cultural Activities**

- District Level Badminton player
- Accomplished player in Volleyball, Throwball, Table Tennis, and Cricket, contributing to team success in inter-collegiate tournaments.
- Led as Sports Team Captain in both school and college, fostering team spirit and achieving competitive success.
- Hosted and coordinated various programs at college and hospital, fostering skills in event planning, public speaking, and team collaboration.
- Awarded for outstanding performances in Drama and Dance Competitions, showcasing creativity and stage presence during academic year.

### **Acknowledgement**

I confirm that above mentioned data are true. I also confirm that I will fulfill obligations to the institute efficiently and effectively.

**Neha Sapna Dsouza**