

SATHISH KANNAN KUPPUSWAMY

Hospital Operations & Administration Specialist | 10+ Years



ADDRESS:

📍 Door No: 558, K K Nagar, Thirumani post, Chengalpattu, TN- 603111

☎ +91 9965060210 | ✉ satmeetme@gmail.com

PERSONNEL DETAILS

DOB: 01-Mar-1987 | Nationality: Indian | Marital Status: Married

Passport No: T8833108 | Driving License: Indian Only

PROFESSIONAL SUMMARY

Dynamic and experienced healthcare operations leader with 10+ years of expertise in hospital administration, healthcare systems management, accreditation, and digital health transformation. Proven success in strategic hospital operations, quality compliance (NABH/NABL/JCI), ERP implementations, and team leadership. Currently based in the UAE on a visit visa (valid until August 1, 2025) and available for immediate joining.

CORE COMPETENCIES

- Hospital Operations & Administration
- Revenue Cycle Management
- NABH / NABL / JCI / ISO Accreditation
- ERP / HIS Implementation
- Insurance, TPA & Cashless Operations
- Quality Audits & Compliance
- Hospital Commissioning & Startups
- Government & Statutory Affairs (NMC, NAAC)
- Team Building & Strategic Planning
- Digital Health Systems Management

PROFESSIONAL EXPERIENCE

Sri Venkateswaraa Medical College Hospital & Research Centre (Pondicherry Campus- India)

Chief Operations Manager | Tamil Nadu, India | Feb 2022 – Present

Reporting to: Chairman, MD, Dean & MS | Controlling: 1200-Bedded Hospital | 1000+ Staff

Responsibilities:

- Ensured statutory and regulatory compliance across hospital functions.
- Managed KPI performance monitoring, MIS, and department-level audits.
- Led successful NABH accreditation (5th & 6th editions), NAAC & NMC inspections.
- Championed infrastructure development and digital health initiatives.
- Key Achievements:
 - ✓ NABH Full Accreditation (5th Edition, Mar 2023; 6th Edition, Surveillance Audit, Jul 2025)
 - ✓ Led 10+ inspections: NMC, NAAC, NABL, ISO, Blood Bank, etc.

Sai Fertility Centre & Hospital

General Manager | Tamil Nadu, India | Jun 2018 – Feb 2022

Reporting to: Managing Partners | Controlling: 100-Bedded Hospital | 150+ Staff

Responsibilities:

- Directed hospital-wide OPD/IPD, HR, and administrative functions.
- Implemented ERP/HMIS, NABH entry-level accreditation, and ISO 9001:2015.
- Coordinated rapid COVID-19 Ward setup (28 O2 beds in 17 days).
- Expanded ART and fertility services; developed new business verticals.
- Key Achievements:
 - ✓ Startup Multispecialty Hospital established
 - ✓ Corporate tie-ups, insurance empanelment, TPA network built

JSP Hospitals Pvt. Ltd.

Manager – Operations Head | Tamil Nadu, India | Feb 2015 – Jun 2018

Reporting to: Managing Director | Controlling: 60-Bedded Hospital | 150+ Staff

Responsibilities:

- Led operations and expanded new project verticals.
- Managed vendor budgeting, staff recruitment, and MD assistance.
- Implemented HIMS & started NABH Entry Level accreditation.
- Key Achievements:
 - ✓ Launched 45-bed sister concern (Jeevan Hospital)
 - ✓ Modular OT implementation (2018)

OTHER PROFESSIONAL EXPERIENCE

Analyst Accenture (PHH Mortgage US Process), Chennai | Jul 2012 – Jul 2014

- Managed US mortgage document process & SLA delivery.

Temp Analyst Forte Solutions (Client: JP Morgan Chase), Chennai | Jan 2012 – May 2012

- Processed US commercial loan documents and financial data.

EDUCATION

- Ph.D. in Management – University of Jerusalem, Chennai (Pursuing)
- MBA in Hospital & Health Systems Management – BITS Pilani (2022–2024)
- MBA in Operations Management – Madras University (2012–2014)
- B.E. in CSE – Asan Memorial College of Engineering & Technology (2006–2010)

CERTIFICATIONS & TRAINING

- Certified Software Test Professional
- Laptop & Computer Hardware Chip-Level Servicing
- 2D Graphics (Photoshop, Illustrator, Corel Draw)
- Certificate in Medico-Legal Aspects – MSME, Mumbai

WORKSHOPS / SEMINARS

- Basic Life Support & Basic Fire Safety – Usha Fire Safety Equipments, Chennai (2019)
- Occupational Health Practice – Deepam Hospital, Chennai (2016)

LANGUAGES

- Tamil – Native
- English – Fluent

REFERENCES

- **Dr. M.C. Arumugam M.B.B.S, M.D, DA**
Managing Partner
Sai Fertility Centre and Hospital, Chengalpattu, Tamil Nadu- 603002
Phone: 9940331305 | Email: mc_arumugam@ymail.com
Relationship: Reporting to one of the Hospital founders
- **Mr. J Dhanakantharaj B. Tech., M. Tech., (Ph.D)**
Assistant Professor and Head of the Civil Engineering
Sri Venkateswaraa College of Engineering and Technology, Ariyur, Puducherry- 605102
Phone: +91 9597156466 | Email: j.dhanakantharaj@gmail.com
Relationship: Mentor in Ph.D.