



YAMUNA DEVI.V

Hospital Administrator & optometrist Highly Detail-Oriented and Professional Hospital Administrator Demonstrates expertise in operations management, relationship building, and financial oversight. Skilled in fostering seamless communication, providing strong leadership, and driving organizational success. Proficient in human resource management, operations and process training, as well as learning and development initiatives.



Work Experience: JOGO Health

Currently working as Operation and project manager in JOGO Health.
Operations Manager – JOGO Health Manage daily operations of therapy programs and services of Pan India.
Optimize processes and improve efficiency
Oversee staff and resource allocation .
2026 Ensure quality, compliance, and patient satisfaction
Track KPIs and drive performance improvements
Training and data analytics
Project Manager – Healthcare / JCI Experience
Led projects aligned with JCI (Joint Commission International) standards
Planned and delivered healthcare initiatives within scope and timelines
Coordinated across clinical, tech, and operations teams
Managed risks, audits, and quality compliance requirements

Cavinkare private limited

Senior Trainer -operations & process (Talent & Development Design and implement training programs for staff.
Provide ongoing development and mentorship.
2024 Evaluate training effectiveness and staff performance. Develop and maintain SOPs for hospital operations. Collaborate with management on training goals.
Train staff on hospital software and systems.
Ensure excellent client communication and service. Oversee compliance and workplace safety training.

Worked as an operations manager at SKS veterinary hospital

Hospital administration and maintenance , streamline the work
2023-2024 process of FOE, attenders and doctor's .
Assist in stock management, customer handling.

Worked as an Public relation officer and NABH trainer at MIOT international hospital

Obtaining feedback from the patients , doing operational activities like looking after in patients and out patients queries and solving them.
2022 - 2023 Giving NABH training to the ground staffs
Reducing queuing time of the patients while consultation

Been as Business associate and corporate trainer in UNICEF

Raising funds to the neonatal babies through unicef Recruiting and training the new persons (on the job training)
2021

ACHIEVEMENTS: Optimized operations for efficiency and quality.

- Enhanced staff performance through training and mentorship.
- Strengthened client satisfaction with exceptional service.
- Improved financial stability through budget management.
- Built strategic partnerships for seamless operations.

Experience in research department as an intern optometrist in Elisar project (visual field analyser), DYNAMIC VISUAL ACUITY ROTATOR project , PHORIA finder through VR.

Worked with this VR project for 3 months

Attended public camps under eye research centre (Dr.Agarwal's eye hospital). school eye screening camps, indus Departments: trial camps ,corporate companies export companies also.

DECLARATION:

I hereby declare that all the information given above are true and best of my knowledge and belief.

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kk nagar chennai -600078

Education

**The Shankara Nethralaya Academy-
Dr.MGR medical university**
2019-2021

Masters of Hospital Administration(75%)

Dr.Agarwal institute of Optometry
2015-2019

Bsc. Optometry(77%)

Dr.KK.Nirmala girl's Hr.Sec.school
HSC-2015(80%) SSLC-2013(90%)

Expertise

- Management skills -Operations Management
- Relationship building , teamwork and efficient communication
- Good in patient care
- Healthcare delivery
- Problem solving and leadership skills
- Staff Training
- Financial Management
- Workflow Optimization
- EHR Expertise
- Leadership and Teamwork

Language

English,Tamil,Telugu

PROJECT

A Study to analyse user Satisfaction of hospital information system (HIS & EMR)
Cross sectional study of accommodative status among tailors