

NITHYASRI.L.K

HEALTHCARE OPERATIONS | HOSPITAL ADMINISTRATION | PATIENT EXPERIENCE

CONTACT

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CORE COMPETENCIES

- Healthcare Operations
- Hospital Administration
- Medical Services
- Clinic Operations
- Patient Experience
- Revenue Optimization
- Team Leadership
- Cross-functional Coordination
- KPI Monitoring
- Patient Flow Management
- Complaint Resolution
- Quality Assurance
- Healthcare Management
- Clinical Coordination Communication
- Problem Solving
- Stakeholder Management

CERTIFICATIONS

- Leadership communication - Northwest University
- Healthcare Data Literacy - University of California, Davis
- Community change in public health- Johns Hopkins University

KEY ACHIEVEMENT

- Increased revenue from 1lakh to 9lakh by increasing repeat patient footfall through enhanced patient engagement, follow-up processes, and service quality.
- Improved clinic productivity by streamlining appointment scheduling and resource utilization.

PROFILE

Healthcare operations professional with a Bachelor of Dental Surgery (BDS) and MBA in Healthcare Management. Proven success in managing end-to-end clinic operations, leading multidisciplinary teams, optimizing patient experience, improving operational efficiency, and driving revenue growth. Successfully transformed a newly established clinic by increasing monthly revenue from 1 lakh to 9 lakhs within one year through workflow optimization, patient retention, and operational excellence. Passionate about delivering high-quality patient care while improving organizational performance.

WORK EXPERIENCE

- CLINIC HEAD 2023-2025
- CLOVE DENTAL
 - Managed complete day-to-day operations of a high-volume dental clinic, ensuring seamless coordination between dentists, specialists, front office, dental assistants, laboratory personnel, and housekeeping staff.
 - Led and coordinated a multidisciplinary team of approximately 10 healthcare professionals and support staff.
 - Oversaw patient scheduling, treatment coordination, appointment management, resource allocation, and workflow optimization.
 - Managed an average daily patient volume of 10-20 patients, ensuring smooth patient flow and reduced waiting times.
 - Served as the primary point of contact for escalated patient concerns, resolving grievances while maintaining high patient satisfaction.
 - Monitored clinic performance through operational and financial KPIs, identifying opportunities to improve efficiency and profitability.
 - Collaborated with senior management to implement operational strategies that enhanced clinic performance.
 - Ensured compliance with organizational SOPs, infection control protocols, and clinical quality standards.
 - Coordinated inventory management, equipment availability, and vendor requirements to support uninterrupted clinical operations.
 - Mentored and supervised staff, fostering teamwork, accountability, and service excellence..

RESIDENT DENTIST 2022-2023

- KB DENTAL
 - Delivered comprehensive dental care while ensuring high standards of patient safety and clinical quality.
 - Educated patients regarding treatment plans and preventive oral healthcare.
 - Coordinated multidisciplinary treatment planning with specialists.
 - Maintained accurate clinical documentation and patient records.
 - Assisted in improving treatment acceptance through effective patient communication.
 - Adhered to infection control, quality assurance, and organizational protocols.

EDUCATION

- MBA-HEALTHCARE MANAGEMENT Sept 2024-Sept 2026
Manipal Academy of Higher Education
- BACHELOR OF DENTAL SURGERY 2016-2022
Sri Venkateswara Dental College and Hospital ,
Thalambur,Chennai