

DR. SUMAN M MATHEW

Hospital Operations | Healthcare Administration | Medical Services |
Quality & Compliance
BDS | MBA(BITS Pilani)

+91 93446 90323 | drsumanmathew@gmail.com | www.linkedin.com/in/dr-suman-mathew |
Chennai, India

PROFESSIONAL SUMMARY

Healthcare administration professional with a background in Dentistry and experience in healthcare operations, quality management, and institutional administration. Currently serving as an Administrative Coordinator and Tutor at SRM Dental College, where I work closely with senior leadership on operational planning, quality initiatives, management reporting, and interdepartmental coordination. Completed an MBA in Hospital and Health Systems Management from BITS Pilani. Keen to build a career in hospital operations and medical services, contributing to operational excellence, patient-centred care, and quality improvement within a tertiary care hospital.

KEY RESPONSIBILITIES & CONTRIBUTIONS

- ★ In-Charge, VIP Clinic Operations
- ★ Institute Administrator for UMIS Registration and Implementation
- ★ Author / Co-author of Four Publications
- ★ NAAC Accreditation Core Team
- ★ Coordinator, Management Review Meetings (MRMs) with Institutional Leadership
- ★ Recipient of International Best Paper Award (2019)

CORE COMPETENCIES

- ▶ Quality Management
- ▶ Compliance & Documentation
- ▶ Clinical Operations
- ▶ Hospital Operations Management
- ▶ Patient Services Oversight
- ▶ Process Improvement
- ▶ Interdepartmental Coordination
- ▶ Data Analysis & Reporting
- ▶ Staff & Resource Coordination
- ▶ Facility & Infrastructure Management

PROFESSIONAL EXPERIENCE

Administrative Coordinator & Tutor | SRM Dental College & Hospital, Ramapuram Feb 2023 – Present

Hospital Operations & Administration

- Served as In-Charge of the VIP Clinic, overseeing daily operations, staff scheduling, and patient service delivery.

- Assist the Dean with operational coordination, follow-up of key action items, and institutional meeting management.
- Coordinate activities between departments and support the smooth functioning of day-to-day institutional operations.
- Record and maintain Minutes of Meeting (MoM) for Heads of Department (HOD) meetings
- Coordinated Management Review Meetings involving institutional leadership and Heads of Departments, ensuring timely follow-up of action items.
- Served as Internal Examiner for University Examinations, ensuring compliance with academic regulations and evaluation standards.
- Spearheaded institution-wide UMIS implementation and registration activities as Institute Administrator.
- Coordinated admission and student registration processes across departments.

Quality Assurance & Accreditation

- Core team member for National Assessment and Accreditation Council (NAAC) – supporting accreditation activities through documentation, data collection, and coordination with various departments.
- Facilitate institutional quality standards and liaise with the Quality Standards (QS) team on continuous improvement initiatives
- Maintain the Institutional Research Registry and College Calendar of Events

Infrastructure & Facility Management

- Oversee pending maintenance and construction work across departments; participate in 5S and infrastructure meetings
- Ensure adherence to institutional standards for a clean, organized, and functional healthcare environment

Data Management & Reporting

- Prepare reports and analyse institutional data related to publications, faculty promotions, and departmental activities for management review
- Draft and circulate official communications to Heads of Departments and the Chairman's Office

Asst. Dentist (Voluntary) | St. Andrew's Church – Village Outreach Ministries May 2020 – Nov 2025

- Managed day-to-day administration and operational activities of the Primary Health Centre (PHC), supporting healthcare delivery and community outreach initiatives.
- Led expansion of the PHC to new locations — overseeing management, finances, and establishment setup
- Provided comprehensive dental care to all age groups; educated pediatric patients on health and nutrition

Intern | SRM Dental College, Ramapuram

Mar 2019 – May 2020

- Completed multi-departmental clinical rotations: Public Health Dentistry, Oral Surgery, Endodontics, Prosthodontics, Periodontics, Pediatric Dentistry, Oral Medicine, Orthodontics, and Oral Pathology
- Responsible for patient documentation, history taking, treatment planning, and initial clinical evaluation

EDUCATION & CERTIFICATIONS

MBA – Hospital & Health Systems Management <i>Birla Institute of Technology & Science (BITS), Pilani</i>	CGPA: 7.08	July 2026
BDS – Bachelor of Dental Surgery <i>SRM Dental College, Ramapuram, Chennai</i>	66.4%	Dec 2020
Health Research Fundamentals <i>ICMR & National Institute of Epidemiology</i>	81%	Mar 2021

MBA Major Coursework: Healthcare Management · Hospital Operations Management · Strategic Management of Healthcare Organizations · Epidemic & Disaster Management · Service Quality Excellence in Healthcare · Biostatistics & Epidemiology · Financial Management · Marketing · AI in Healthcare

HEALTHCARE MANAGEMENT PROJECTS

- Financial Analysis of Narayana Health and Kovai Medical Center Hospitals including estimation of Beta and WACC.
- Dissertation: Future-Ready Hospitals: Readiness of Teaching Hospitals for Future Healthcare Challenges – A Quality Perspective

RESEARCH & PUBLICATIONS

- Co-author of four peer-reviewed publications in Dentistry and Orthodontics
- Recipient of International Best Paper Award (London, 2019)

HONORS & AWARDS

- 2019** 1st Place in Paper Presentation – 4th International World Dental & Oral Health Congress, London, UK
- 2019** Best e-Poster Award – PERIOBUZZ, SRM Dental College
- 2019** Best Project Director – Rotaract Club of SRM Dental College
- 2014** Best Paper Award – 9th International BDS Students Seminar, Saveetha Dental College

LEADERSHIP & COMMUNITY INVOLVEMENT

- President – Organizing Committee, Inter-College Interns Meet 'Surgical Strike: Battle of Young Surgeons'
- Public Relations Officer – Rotaract Club of SRM Dental College (2018–19)
- Conducted Free Dental Check-up & Treatment Camps benefiting ~350 patients (6 days, 6 hrs/day)
- Conducted Free Dental Preventive & Treatment Camps for ~500 school students across local and special schools
- Led 'Joy of Sharing' project through Rotaract Club for destitute and orphan children (sponsored by Rotary Club of Madras)

TECHNICAL SKILLS

Software & Tools: Microsoft Office Suite (Word, Excel, PowerPoint) | Google Workspace | ERP Systems | LMS Platforms | Canva Pro | Wondershare Filmora | DaVinci Resolve | UMIS (University Management Information System)

PROFESSIONAL ASSOCIATIONS

- Registered Dental Practitioner – Dental Council of India
- State Member – Indian Dental Association, Tamil Nadu

LANGUAGES

Language	Read	Write	Speak
English	✓	✓	✓
Tamil	✓	✓	✓
Malayalam	—	—	✓

REFERENCES

References available upon request.