

# ARSHA JOHNY

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## About Me

Detail-oriented administrative professional with a Master's in Human Resource Management and hands-on international experience in retail operations and healthcare support in the UK. Skilled in patient coordination, front office management, and administrative processes. Demonstrates strong communication, organizational, and multitasking abilities in fast-paced environments. Seeking a hospital administration role to contribute to efficient healthcare operations and enhanced patient experience.

## skills

- Patient Relationship Management
- Hospital Administration Support
- HR Coordination & Recruitment Support
- Communication & Public Relations (PRO Skills)
- Customer Service Excellence
- Teamwork & Coordination
- Time Management & Multitasking
- Basic Medical Records Handling

## Technical skills

- MS Office (Word, Excel, PowerPoint)
- SAP
- Tally

## Training

- Employability Skills Training – Mahindra Pride Classroom
- NSS Camp Participation
- Personality Development & Life Skills
- International Healthcare Management

## Education

- MA Human Resource Management  
Keele University, United Kingdom  
2025-2026
- PG Diploma in Hospital Administration  
Britain School of Management and Technology, Adi Group Of Institution, Kochi  
2023-2024
- BA English Literature  
Kannur University, Nirmalagiri College, kuthuparamba  
2020-2023

## Experience

### Retail Executive

Galaxy Supermarket, United Kingdom | 1 Year

- Delivered high-quality customer service in a fast-paced retail environment
- Handled billing, POS systems, and cash management accurately
- Managed stock control, inventory tracking, and product displays
- Assisted in staff coordination and daily store operations
- Resolved customer complaints effectively, improving satisfaction
- Maintained compliance with company policies and health & safety standards

### News Reader

Hivision News Channel, Kannur | Jan 2022 – June 2022 | 6 months

- Delivered news content with clarity and professionalism
- Developed strong communication and presentation skills

## Volunteering Experience

- Assisted in hospital management activities during COVID-19 campaign (24 days)
- Participated in Kerala Legislative Assembly Election volunteering (2021)

## Language Known

- English
- Malayalam