



Rishma Jagatisbaran

Operations Manager

Malaysia

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 [LinkedIn](#)

Date / Place of birth

20 may 1991, Penang

Nationality

Malaysian

Skills

Google Suite

Hubspot

CRM Systems

Basic Life Support

Neurolinguistic Master
Practitioner

Coaching and Mentoring

Employee Training

Jotforms

Hobbies

Hiking

Critique Research Papers

Reading inspirational books

Languages

English

Malay

Tamil

Profile

Demonstrated history of working in the service industry, with good adaptability and can-do attitude, Skilled in Nursing and management services, finance, insurance, procurement, Business operation, Customer Services, ISO Audits and retail managements.

Employment History

Head of Patient Care Team, Speedoc Malaysia, Kuala Lumpur

April 2022 — Present

- Facilitated monitoring and documentation of nursing care throughout a patient's stay.
- Consulted Physicians, Colleagues, and Supervisors when appropriate to ensure the highest level of patient care.
- Collaborated with the health care team to establish and manage patient care.
- Aimed to achieve the highest level of patient care at all times.
- Attended patient care conferences to ensure good coordination of care.
- Brought forth an unwavering work ethic and commitment to the highest level of patient care.
- Followed plans of care and assessed the patient's reactions to treatments.
- Involved in ISO 27001 Audits and it's preparations
- Manage and rectify complex feedback and complaints

Medical Executive , Tenaga Nasional Berhad, Kuala Lumpur

June 2019 — April 2022

- Helped to maintain meticulous medical records, and made changes when necessary.
- Documented medical histories, concerns, and changes in patient's condition.
- Worked well with nurses, doctors, and medical professionals.
- Provided quality coordination services to one of the busiest medical centers in the area.
- Developed and managed relationships with professional medical leaders.
- Developed and implemented money-saving strategies while increasing productivity.
- Successfully assisted with the management of a company.
- Assisted in the merger and acquisition process.

- Upheld company best practices.
- Helped to oversee transactions and solutions.
- Collaborated with other executives and team members to achieve success.
- Brought forth an in-depth understanding of processes and technologies used in the company.
- Assisted with recruitment and training of new employees, while also monitoring the productivity of current employees.
- Organized and implemented job roles and functions among employees.
- Evaluated and improved operations and financial outlooks.

Nurse Manager, Cell Tissue Technology Sdn Bhd, Kuala Lumpur

January 2017 — January 2019

Responsible for ensuring that an excellent standard of resident care is set, deliver and maintained at all times.

Duties

- Leading a team on a shift and exercising clinical judgement and decision making about patients needs in term of their treatment.
- Involved in the teaching of qualified and unqualified nursing staff, including basic and post-basic students.
- Achieving a delicate balance between the demand of direct patient care and existing medical resources.
- Administering Intravenous injection, syringe pump and infusion.
- Participating in staff meeting and contributing to discussion.
- Communicating with patient in a professional manner at all times.
- Meeting the identified physical and psycho-social needs of patients.
- Creating a safe environment for all patients,visitors and staffs.

Clinical Instructor , Mahsa University , Kuala lumpur

January 2014 — January 2017

- Coordinated internship programs for students seeking clinical work in the area.
- Provided patient care according to clinical protocols and safety requirements.
- Participated in training programs and instructor workshops.
- Assists students in achieving completion of objectives. Provides regular, accurate and timely feedback to students relative to their performance
- The principal functions of the faculty shall be to: develop, implement and evaluate the philosophy and objectives of the nursing education program; design, implement, teach, evaluate and revise the curriculum; provide opportunities for student and graduate evaluation of curriculum and teaching and program effectiveness; and document actions taken in faculty and committee meetings
- Participates in department meetings for development, implementation, and evaluation of nursing program curriculum and program policies. Makes recommendations for improvement in curriculum design and program policies
- Motivates students to actively participate in all aspect of the educational process, including but not limited to, class discussions, demonstrations, outside assignments, research, enrichment activities, etc

- Provides regular, accurate and timely feedback to students relative to their performance
- Direct the teaching of courses provided to a Teaching Assistant
- Maintains expertise in subject area in order to provide students with current trends and to recommend improvements in curriculum design.

Staff Nurse , Khoo Teck Puat Hospital, Singapore

June 2012 — January 2014

- Treated patients with the utmost care and respect.
- Assisted hospital staff and other RN's in day to day tasks in accordance with patient care plans and physician's orders.
- Communicated information and guidelines to patients and the families of patients.
- Remained compassionate and sensitive to patients and families at all times.
- Worked well both independently and in team settings.
- Assisted with duties in the ER, Rehab, and Med-Surgical units.
- Treat and care for patients after major surgical procedures by monitoring vital signs, administering medication, and cleaning surgical areas.
- Collaborate with physicians, case managers, families, and other staff members when developing a plan for care and treatment during the hospital stay.
- Work as a supervisor for the unit and floor, and help train new nursing students who are completing their internship duties.
- Provide prompt and efficient assessments of incoming patients to best prioritize care

Education

Master In Nursing (Part - Time), Mahsa University , Kuala Lumpur

April 2018 — April 2020

Bachelor In Nursing , Lincoln University , Kuala Lumpur

July 2015 — September 2017

Diploma in Nursing , Mahsa University , Kuala Lumpur

April 2009 — April 2012

Courses

Neurolinguistic coaching , NaviGo Nlp

January 2019 — March 2019

Medico legal (Nursing)

HRDF , PSMB @ Wisma HDRF

February 2017 — February 2017

Internships

Student Nurse , Rajawali Hospital , Bandung, Indonesia

January 2011 — July 2019

Student Nurse , Hospital Kuala Lumpur, Kuala Lumpur

February 2010 — April 2010

References

Dr Anthony Gabrielraj from Cell Tissue Technology Sdn Bhd
011-2190 3502

Mr Narsis Parcis (Head of Healthcare Solution) from Speedoc Malaysia
017-6636181