

Vinay Paul Adukali

To whom it may concern,

I am writing to express my strong interest in a healthcare operations or management position at your esteemed organization. With over three and a half years of experience driving operational excellence, managing teams, and expanding healthcare networks in a fast-paced startup environment, I am confident that I can contribute meaningfully to your mission of delivering high-quality, patient-centered care.

In my current role as Manager – Clinic Operations at Even Clinics (a subsidiary of Even Healthcare Private Limited), I oversee end-to-end clinic processes, lead cross-functional teams, and resolve complex escalations while ensuring seamless patient experiences. My prior roles within the same organization—as Operations Lead for the West region and in Grievance Redressal—have deepened my expertise in optimizing workflows, training teams, and communicating effectively with internal and external stakeholders. I bring a unique blend of clinical understanding (as a trained perfusionist) and managerial capability, which allows me to bridge the gap between medical service delivery and strategic operations.

I am especially drawn to organizations that prioritize both innovation and empathy in healthcare, both values I have lived throughout my career. Whether it was coordinating care for high-volume centers or building sustainable patient relationships, I have consistently delivered results while upholding a compassionate, patient-first approach.

I would welcome the opportunity to bring my background in healthcare operations and leadership to your team. Thank you for considering my application. I look forward to the possibility of discussing how I can contribute to your organization's continued success.

Thank you for considering my application.

Sincerely,

Vinay Paul Adukali

VINAY PAUL ADUKALIL

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PROFESSIONAL SUMMARY

Operations Manager - Healthcare with over 3.5 years of progressive experience leading clinical operations, grievance resolution & strategic communications in hybrid startup environments. Adept at managing multidisciplinary teams, resolving complex escalations, & optimizing workflows to enhance patient satisfaction & service quality. Proven ability to foster strong relationships with clients, vendors, & internal stakeholders while aligning operations with long-term organizational goals. Thrives in dynamic environments & is committed to continuous improvement & scalable growth in healthcare systems

CORE COMPETENCIES

Operations & Process Management | Escalation Resolution | Network Development & Expansion
Strategic Communications | Internal & External Stakeholder Engagement | Personnel Management

PROFESSIONAL EXPERIENCE

Even Healthcare Private Limited | Sept 2021 - Present | Bengaluru, Karnataka

Manager – Clinic Operations | Nov 2023 – Present | Bengaluru, Karnataka, India (Hybrid)

- Led operational planning & personnel training across multiple clinic units
- Developed and implemented SOPs to improve operational productivity and service quality.
- Streamlined clinical operations through feedback integration and process refinement.

Operations Lead – West | Sep 2022 – Aug 2024 | Mumbai, Maharashtra, India (Hybrid)

- Resolved high-level escalations & ensured seamless internal communication
- Built and maintained client relationships that contributed to business growth and loyalty.
- Championed regional network expansion and ensured continuity in service delivery.

Grievance Redressal - Specialist | May 2022 – Sep 2022 | Bengaluru, Karnataka, India (On-Site)

- Handled business risks by creating and executing strategic communication solutions.
- Delivered quality customer support across various platforms to resolve disputes.
- Maintained high customer satisfaction levels during complex grievance cases.

Operations Executive - Senior | Sep 2021 – Sep 2022 | Bengaluru, Karnataka, India (On-Site)

- Coordinated care delivery across top medical centers to ensure high service quality.
- Monitored billing systems, CRM workflows, and team efficiency to enhance retention.
- Implemented staff training programs focused on escalation management & CS

EDUCATION

Bachelor of Science (B.Sc) – Perfusion Technology | MGM Institute of Health Sciences | Mumbai
High School Diploma | Bergenfield High School | New Jersey, USA

LANGUAGES

English | **Malayalam** | **Hindi** | **Tamil**