

# Boris Charles

## MANAGER OPERATIONS

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A result-oriented professional with 10 Plus of experience, Proficient in monitoring the facility administration process & participating in the quality improvement process programs to ensure cost-effective facility operations

## SKILLS

Problem-solving skills

Multitasking abilities

Time Management

Interpersonal Skills

## EXPERIENCE

**Mar 2019 - Present**

### Manager Operations

#### VIZIO Hospital

- Supervise daily administrative operations
- Monitor expenses and suggest cost-effective alternatives
- Create quarterly and annual budgets
- Develop and implement effective policies for all operational procedures
- Prepare work schedules
- Maintain organized medical and employee records
- Monitor administrative staff's performance
- Train new employees
- Ensure prompt ordering and stocking of medical and office supplies
- Answer queries from doctors, nurses and healthcare staff
- Resolve potential issues with patients
- Stay up-to-date with healthcare regulations

**Oct 2018 - Feb 2019**

### Asst.Manager Facilities and Admin

#### Shamrock Hospital

- Manage schedules and deadlines
- Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints
- Monitor costs and expenses to assist in budget preparation
- Oversee facilities services, maintenance activities and tradespersons (e.g electricians)
- Organize and supervise other office activities (recycling, renovations, event planning etc.)
- Ensure operations adhere to policies and regulations
- Keep abreast with all organizational changes and business developments

**Jul 2009 - Sep 2018**

### Asst.Manager Facilities and Admin

#### O'Nea Nursing Home

- Plan and coordinate all installations (telecommunications, heat, electricity etc.) and refurbishments
- Manage the upkeep of equipment and supplies to meet health and safety standards
- Inspect buildings' structures to determine the need for repairs or renovations
- Review utilities consumption and strive to minimize costs

- Supervise all staff facilities staff (custodians, technicians, groundskeepers etc.) and external contractors
- Control activities like parking space allocation, waste disposal, building security etc.
- Allocate office space according to needs
- Handle insurance plans and service contracts
- Keep financial and non-financial records
- Perform analysis and forecasting

## EDUCATION

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*Dec 2001 - Dec 2002*      **Post Graduate Diploma In Hospital Management  
California Institute of Technology**

*May 1997 - May 2000*      **Bachelor of Commerce  
Illinois Institute of Technology**

## COURSES

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*Sep 2000 - May 2001*      **Post Graduate Diploma in Computer Application  
Sri Venkateswara Computer Science**

*Jul 2001 - Sep 2001*      **Tally  
Tally World**

## LANGUAGES

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English



French



Chines

