

Mona Dhavale

Clinic Manager | Healthcare Operations | UAE Experience

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Professional Summary

Results-driven Clinic Manager with robust background in overseeing clinic operations and enhancing patient care. Skilled in staff management, budget oversight, and implementing streamlined processes to improve service delivery. Proven ability to foster collaborative environment, ensuring high-quality patient experiences and operational efficiency. Committed to driving clinic performance and achieving organizational goals through strategic planning and effective leadership.

Core Competencies

- Clinic Operations & Workflow Optimization
 - Budget Planning & Cost Control
 - Healthcare Regulatory Compliance (UAE & MOH Standards)
 - Patient Experience & Retention Strategies
 - Quality Assurance & Performance Improvement
 - Medical Records & Data Management
 - Healthcare Technology & Digital Transformation (EHR/EMR)
 - Vendor & Supplier Coordination
 - BLS Training coordination
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Professional Experience

Senior Hospital Administrator

June 2023– April 10, 2025

Manas Hospital of Mental Health & Neurosciences, Hubli

- Implemented workflow automation, increasing patient satisfaction by 90%.
- Managed clinic operations, staff scheduling, and regulatory compliance, ensuring smooth workflow.
- Spearheaded quality assurance initiatives, clinical performance and service delivery.
- Developed and enforced clinic policies & procedures aligned with Indian healthcare standards.

Manager – Clinic Administration

May 2013 – May 2022

NMC Medical Center, Sharjah, UAE

- Ensured 100% compliance with UAE MOH healthcare regulations.
- Led cost-saving initiatives, reducing operational expenses by 15% in two years.
- Spearheaded BLS training for medical personnel, improving patient safety protocols.
- Implemented patient feedback programs, increasing satisfaction by 20%.
- Optimized inventory control & procurement, reducing waste and ensuring stock efficiency.

Office Administrator | Center In-Charge

May 2011 – Jan 2013

Sunny Al Nahda Medical Center, Sharjah, UAE

- Managed clinic scheduling, billing, and medical records, enhancing workflow efficiency.
 - Increased clinic profitability by 15% through budget planning and cost control.
 - Ensured compliance with UAE healthcare regulations, maintaining operational integrity.
 - Led procurement and optimized medical supply costs, improving resource allocation
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Key Achievements:

- Regulatory Leadership – Maintained 100% compliance with UAE healthcare regulations.
 - Improved Patient Retention – Enhanced satisfaction by 20% with a structured feedback system.
 - Increased Profitability – Managed clinic budgets, boosting profitability by 15%.
 - Streamlined Scheduling & Records Management – Improved efficiency and patient flow by 15%.
 - Optimized Inventory Control – Reduced waste by 15% and ensured optimal stock levels for medical supplies.
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Education

Master's in Public Administration – Mysore University, Karnataka, India

Postgraduate Diploma in Counseling & NLP – Manasa Educational Foundation for Mental Health, Karnataka, India.

Certifications & Technical Skills

- Franklin Covey's 4 Essential Roles of Leadership
- Franklin Covey's 6 Critical Practices of Leadership
- Clinic Management Software (CMS, ERP, EHR/EMR)
- Microsoft Office Suite (Excel, Word, PowerPoint)
- Telemedicine & Digital Health Platforms