



# SINEENART PHEOMKARN

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## SUMMARY

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Results-oriented, enthusiastic about work have patience for problems Blessings are eager to learn. Has compassion for others, likes to provide services and help to patients and relatives, including employees. Likes to create a work system so that employees can work in the same direction.

## WORK EXPERIENCE

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**Front service division senior manager, Orthopedic Specialist Hospital kdms** **October 2022-Present**

- Design and manage hospital services
- Manage departments serving service recipients (Patient coordinate, Contact center, Porter, Nurse coordinate)
- Lead case and manage appointment process, Manage Nurse co : Estimate price and convince surgery case.
- Patient statistic analysis
- Design and monitor customer waiting time, Time stamp, Queue system
- Design and monitor customer feedback program and process(CG-CAHPS, HCAHPS)
- Experienced in quality system assessment and inspection as follows: AACI : 24-25 June 2024

**Princ Paknampo Hospital**

**2016 - 2022**

- **Nurse Manager**
- Supervise all nursing nurses under the command of the hospital director
- Manager of front division
- Assistant of Manager NSO OPD&Front
- Assistant manager of covid-19 vaccine project
- **Supervisor**
- Set insurance service
- Head of front service
- Experienced in quality system assessment and inspection as follows: HA Re-accreditation 3(2022)

**Phayao ram Hospital**

**2014 - 2016**

- Providing nursing service to patients in special departments in all categories including medicine, Surgery, Orthopedic, Eye, Ent, Children, Obstetrics and Gynecology.

## EDUCATION

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**National Institute of Development Administration (Studying)**

- Professional Master of Business Administration

**University of Phayao**

**2011 - 2014**

- Faculty of Nursing

**Samakkhi Witthayakhom School.**

**2009 - 2011**

- Science-Math stream High school level

## ADDITIONAL INFORMATION

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- **Skills:** Project Management, Manpower management, Microsoft office, Canva,
- **Languages:** English
- **Certifications:** HA National Forum No.22, Strategic management for business growth, Team work and team collaboration, Motivation skills in the workplace, Coaching techniques for leader, Team management, Planning Organizing&Prioritizing, Agile leadership, Basic Strategic Planning, Complex Problem Solving & Decision making, Master communication, Master of one page summary, Active listening for leader, Corporate Entrepreneurship mindset, Safety Officer in Management level