

Academic Profile:

- **MBA (2000-2002)**
Thiagarajar School of Management, Madurai
Specialization: Marketing & Finance
- **B. Sc Applied Sciences - Computer Technology (1997-2000)**
PSG College of Technology, Coimbatore

Professional Experience:**1. Aravind Eye Care System**

- **Senior Faculty & Health Management Consultant (2009-Present)**
Training Division and Centre for Patient Empowerment & Advocacy
Lions Aravind Institute of Community Ophthalmology (LAICO)

Roles and Responsibilities**Training:**

- Designing and conducting management training programmes for various cadres of staff in eye care.
- Facilitate regular evaluation of the courses and implement improvements. Identify need for new training programmes and facilitate development of curricula and rolling out.
- Project Lead, Development of online portal for training resources for Allied Ophthalmic Personnel
www.aurosiksha.org
- Anchors two flagship courses as course director- 1) Management Training for Eye Care Programme Managers at LAICO 2) Eyexcel – Training Excellence for Eye Hospitals (since 2012)
- Design and conduct onsite training programmes within and outside India
- Teach specific modules on various training programmes. Areas of interest and expertise in training include: strategic planning, patient empowerment, health education and refractive services.

Patient Empowerment:

- Project Lead, Aravind Patient Feedback System – an organization-wide independent system that collects and organizes feedback from patients in a way that drives service improvement at Aravind.
- Involved in the development of Health Education material for Aravind Eye Hospitals.
- Involved in research and innovation projects with a focus on addressing the issue of treatment compliance.

Consultancy for Capacity Building

- Lead consultancy projects in India and abroad (Sub-Saharan Africa and South East Asia) to build capacity of eye hospitals. Typical projects involves working with a team to mentor respective eye hospitals in areas of demand generation, improving quality and productivity and sustainability

Conferences & Workshops Organized:

- Workshop Director, “Towards Better Patient Compliance in Eye Care” (2013)
- Event Director for PRISM – Healthcare Management Spectrum (2012 & 2013)
- Workshop Director, “Patient Safety Workshop” – Internal workshop for Aravind Eye Care System (2011)
- Onsite Training for Eye Care Programme Managers in East London, South Africa (2010) and Dhaka, Bangladesh (2012)
- Workshop Director, “Private Practice in Ophthalmology - Making it work” (2010)
- Workshop Director, “Patient Empowerment” (2009)

▪ **Manager (2002-2005)**

Department of Optical Dispensing, Aravind Eye Hospital, Madurai

Major responsibilities included managing the team that was involved in booking order and dispensing spectacles, managing stock, overseeing accounts and general administration. Involved in the development of web-based Central Processing Unit for Aravind Eye Care System’s Primary Eye Care Centers.

2. Navia Markets Pvt Ltd.

▪ **Management Intern – Franchise Development (2002)**

Navia Markets Ltd, Chennai

Was part of the initial team that was set up to solicit and establish franchisees for the company. Also involved in marketing in the field; assisted in data entry and back end processing of stock transfers and client account management.

Conferences and Seminars

- Invited Speaker, “Eye Care Training Resources”, *Annual Conference Vision 2020: The Right to Sight, India, Pune, 2016*
- Workshop Director and Speaker, “Towards Better Patient Compliance in Eye Care”, *Dr Shroff Charity Eye Hospital, Delhi, 2014*
- Panelist, Health Care Panel and Invited Speaker, “Healthcare in India”, *India Business Conference, Ross School of Business, Michigan 2014*
- Invited Speaker, “Dealing with Uncorrected Refractive Error: Putting Community Eye Health into Practice”, *World Ophthalmology Congress, Abu Dhabi, 2012*

Publications

- Cluster Randomized Trial to Compare Spectacle Delivery Systems at Outreach Eye Camps in South India (*Ophthalmic Epidemiology, 2013*)
- Private Practice in Ophthalmology - Making it Work (*AECS Illumination, 2013*)
- Advocacy for Eye Care (*Indian Journal of Ophthalmology, 2012*)
- Delivering refractive error services: primary eye care centers and outreach (*Community Eye Health Journal, 2008*)

