[Tanusharma22j@gmail.com](mailto:Tanusharma22j@gmail.com)

**Ph. No : 09990145147**

**Tanu Sharma**

**Objective**

**To utilize my information skills towards a challenging career in a growth oriented and leading edge organization that recognizes and values individual contribution and which provides opportunities for continuing growth and advancement.**

**Professional synopsis**

* **A healthcare professional with over 10 years vast experience in operations, customer care and training in one of the leading hospitals of India.**
* **Abilities in handling multiple tasks, with a bias for action and a genuine interest in personal and professional development.**
* **A highly motivated individual with good interpersonal and strong analytical skills, comprehensive problem solving abilities and a willingness to learn.**

**Previous Organizational Experience**

**Organization: Intelenet Sparsh**

**Post held : Customer care executive**

**Duration: 1year**

**Previous Organizational Experience**

**Organization : Indraprastha Apollo Hospital, New Delhi**

**Post held : Administration Assistant**

**Duration : 2 Years**

**Job Profile And Targets**

* **Handle Patients care (outpatients and Inpatients).**
* **Handle customer enquiries and resolve on phone.**
* **Responsible for handling and resolving all operational issues of patients.**
* **Prepare and maintain daily reports**
* **Act as a coordinator for various clinical conferences and meetings.**
* **Maintain file-coding system of the department.**
* **Induct and impart training to all the new staff of the department.**
* **Maintain attendance records as well as instructional and reference manuals**

**Previous Organizational Experience**

**Organization BLK Superspeciality Hospital, (NABH & NABL accredited Hospital), Pusa Road, New Delhi 110023**

**Organization’s Profile BLK Superspeciality Hospital is a multi super specialty hospital providing advanced medical & surgical interventions with a comprehensive mix of inpatient and outpatient services. The hospital is dedicated to provide competitive, accessible and Affordable world-class healthcare services.**

**Post held Patient care Coordinator (Medical Administration Department)**

**Duration 5 Years**

**Job Profiles And Targets**

* **Meetings & Briefing all new admission and ensure the compliance to admission Checklist.**
* **Ward round & Grievance Management and report Preparation**
* **TPA – Pre authorization forms**
* **To Ensure that case summaries prepared and submit on time by ward secretaries.**
* **Discharge Co- Ordination.**

**(Discharge summary/Pharmacy return/ Coordination with Billing Deptt.)**

* **Monitor NPO patient’s (For investigation/OT) for diet in coordination with dietician and F & B supervisor.**
* **Financial counseling and regular reminder to patient attendants for deposit outstanding dues etc. and report preparation.**
* **Co – ordination with Nursing and Housekeeping incharges. (Patient’s to Vacate the room is transferred to front office by housekeeping after cleaning)**
* **Completion and Submission of MRD files in coordination with ANS and sent them to MRD.**
* **Investigation coordination (with the Department & ward)**
* **Co- ordination in patient transfer with the ward In-charges**
* **Update all the Senior Doctors’s & Resident about the HWC and VIP patient’s**
* **HWC/VIP list**
* **Planned Discharge list**
* **Shiftouts (From ward/Room if applicable)**
* **Feedback from analysis**
* **Any other work assigned by management**

**Current Organizational Experience**

**Organization Fortis Hospitals, Shalimar Bagh, New Delhi 110088**

**Organization’s Profile Fortis Healthcare Limited is a leading integrated healthcare delivery service provider. The health care verticals of the company primarily comprise hospitals, diagnostics and day care specialty facilities.**

**Post held Floor Coordinator (Medical Administration Department)**

**Duration 2 ½ Years and still working**

**Job Profiles And Targets**

* **Meetings all the patient’s in the morning.**
* **Ward round & Grievance Management and report Preparation**
* **TPA – Pre authorization forms**
* **Discharge Co- Ordination.**

**(Discharge summary/Pharmacy return/ Coordination with Billing Deptt.)**

* **Monitor NPO patient’s (For investigation/OT) for diet in coordination with dietician and F & B supervisor.**
* **Co – ordination with Nursing and Housekeeping incharges. (Patient’s to Vacate the room is transferred to front office by housekeeping after cleaning)**
* **Completion and Submission of MRD files in coordination with ANS and sent them to MRD.**
* **Investigation coordination (with the Department & ward)**
* **Co- ordination in patient transfer with the ward In-charges**
* **Update all the Senior Doctors’s & Resident about the HWC and VIP patient’s**
* **Audit of MRD files every months.**
* **Planned Discharge list**
* **Feedback from analysis**
* **Any other work assigned by management**

**Academic Qualification**

* **Bachelor Degree in B.A stream from Delhi University (Correspondence)**
* **12th from CBSE Board, Delhi,**
* **High school from CBSE Board,**

**Personal Details**

**Name : Tanu Sharma**

**Father Name : Mr. S.C Sharma**

**Date of Birth : 22 July 1986**

**Marital Status : Single**

**Interest and Activity : Music and Dance**

**Language : Hindi, English**

**Permanent Address & Postal Address : Plot No. 1, Amrit Vihar, Burari, New Delhi**

**Declaration**

**I herby declare that all the information provided above is true in all respects.**

**Date: 27/02/16**

**Place: New Delhi (Tanu Sharma)**