**DR. AAKRITI BHATIA**C-1545, SUSHANT LOK-1 SECTOR 43, GURGAON (HARYANA) 122009.  
09599137034

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PROFESSIONAL SUMMARY  
An ambitious, creative and highly motivated individual, who has a passion for the healthcare and wellness industry and an uncompromising commitment to quality and outstanding customer service.  
Able to create a unique experience for customers by giving them easy access and guidance from beginning to end.  
Currently looking for a administration position and a career advancement opportunity with a hospital that will not only challenge me professionally but will also allow me to develop my knowledge & potential still further.

EDUCATION AND TRAINING  
  
2003 High School- St. Joseph's convent school , kotdwara (uttarakhand).

2005 Senior Secondary- Laxman Public School, Hauzkhas, New Delhi.

2007-2013 Bachelor of Ayurvedic science and Medicine- Himayala Ayurvedic medical college, Rishikesh.

2013-2014 Diploma in Panchkarma- Tilak Ayurvedic College, Pune

SKILL HIGHLIGHTS  
1. Quickly responding to customer/patient complaints, requests and comments  
2. Brand Integrity and market awareness.  
3. Developing customer service procedures, policies  
& standards.  
4. Driving operational, visual and customer service standards in store.  
5. Commercial & Business awareness.  
6. Able to come up with new ideas.  
7 .Comprehensive knowledge of all relevant health and safety issues  
8. Time managment.   
9. Effectively maintaining stock levels and ensuring the quality of supplies.  
10. Always putting the customer/Patient first.

Managerial  
1. Analysing and researching trends within the industry.  
2. Personally ambitious and achievement focused.  
3. Putting customers at the heart of all decisions.  
4. Managing stressful situations.  
5. Able to tactfully deal with difficult situations.  
6. Enforcing strict rules and regulations in the workplace.  
7. Clearly communicating corporate information to staff.  
8. Strong organizational capabilities.  
9. Selecting, building relationships with and managing suppliers.  
10. Implementing pricing strategies.

Personal   
1. Possessing a professional, focused and understanding attitude.   
2. Committed to continuing education and training.  
3. Ability to respond quickly to emergencies.  
4. Able to work closely with other medical professionals as part of a team.  
5. Strong influencing and communication skills  
6. Ability to pick up new skills and knowledge quickly.  
7. Having a flexible attitude and positive approach.  
8. Ability to concentrate for long periods.  
9. Responsible attitude  
10. willing to undertake additional professional responsibilities at local, regional or national levels.   
11. Willing to work evenings, early morning and weekends.

PROFESSIONAL EXPERIENCE

**1 Presently working with VLCC healthcare pvt ltd.as assistant clinic manager**

Managing a team of around 25 people including doctors, nutritionists and managers, physiotherapists And achieving target consecutively.  
Leading and motivating teams in everything from customer service right through to setting up displays and driving sales.   
Deputizing in the absence of department managers, and doing everything possible to drive the business forward.  
Leading, driving, energizing and motivating teams to do better.  
Planning and delivering initiatives for market growth.  
Mentoring new employees.  
Ensuring the store operates efficiently and effectively in all operational areas,   
such as stock control, admin and presentation.

2**. Anjali Mukerjee Health Total Clinic**

Clinic Manager and Ayurvedic consultant , GURGAON SEC 15 FROM 2nd June 2015 to 22nd feb 2016  
  
manage team of 4 people including a doctor and a nutritionist and achieving target month on month 120%.   
manage the clinic sales, handle closures and handle the entire administration, operation and revenue generation of the clinic  
handle the day to day processes and front desk  
handle petty cash  
marketing activities for the clinic  
client servicing and relationship.

1. **Four Fountains De-stress Spa, WANOWRIE PUNE**  
   Spa Doctor Sep and Assistant manager 24th sep 2013 to 31st May 2015.

Hobbies:

Traveling, Cooking and Playing Badminton  
Languages Known: English, Hindi  
References: Available on Request