**Gaurav Guleria** B10/6, P&T Colony , Pankha Road,

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## A Health Care Professional with 8.5 years of experience in Health Care Administration/ / Operations Management/ Facilities Management/ Business Development Activities with leading organizations in Medical industry seeking an assignment in Administrative Position.

**Career Precise**

## Expertise in Operations Management, Business Development Activities, Maintenance , Housekeeping, Security Services, Bio-Medical Waste management, Laundry & Linen management, Ambulance Management, TPA Handling, OPD& IPD Management, Internal audit, Statutory requirements & Quality Committee activities.

* Presently working as a **Sr. Manager Operations**  at **Aaastha Multi Specialty Hospital & Maternity Centre, New Nazafgarh Road, Bahadurgarh (HR)**

**Academic / Professional Qualifications**

**M.B.A.** in **Health Care Administration** from **IITM** (Infobiosis Institute of Technology & Management) D, Block , Pankha Road, Janakpuri, Delhi-58. (SMU)

**PGDHA** (One Year) from Apollo Institute of Hospital Administration, Jubliee Hills Hyderabad -2006.

**BHM** (Bachelor’s **in Hospital Management)** **Full Time**, from **Allahabad Agriculture Institute, Deemed University**, Naini, Allahabad.- 2005

**Senior Secondary** from Himachal Pradesh Board of School Education, Dharmashala, Distt. Kangra (H.P.) in the year 2001 in Medical Group.

**Training/ Certifications**

1. **Lean Six Sigma** (Green Belt) from Benchmark Six Sigma, New Delhi - 2012
2. **Indian Spinal Injuries Hospital** Vasant Kunj (New Delhi)- **Six months Internship** on Housekeeping, Bio Medical Waste Management, OPD and IPD Services, Security, Maintenance & Health checkup camps.-2007

**Professional Experience**

**Aaastha Multi Specialty Hospital & Maternity Centre, New Najafgarh Road Bahadurgarh**

**Sr. Manager Operations (30 th August 2014 - till date)**

**Key Responsibilities:**

* Independently Handling Operations Management of 50 Bedded Hospital.

## Responsible for General Administration, Operations, Business Development Activities, TPA Handling, Housekeeping, Security, Staff Management, Biomedical waste management, Ambulance management, linen & laundry management & Dealing with vendors.

* Responsible for **Statutory requirements** (Registrations, Licenses, Renewals, Certifications & Statuary requirements related to Hospital)

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**Centre for Sight ,Group of Eye Hospitals**

**Deputy Manager (HOD)** Facilities & Administration **(**26th August 2013 - 15th July 2014**) for I Year**

**Key Responsibilities:**

* Independently Handling Facility Management Services of Entire Group at Centre for Sight, Group of Eye Hospitals.

## Responsible for General Maintenance, Housekeeping, Security, Contract Staff, Biomedical waste management, Ambulance management, linen & laundry management & Dealing with vendors.

* Responsible for **Statutory requirements** (Registrations, Licenses, Renewals, Certifications & Statuary requirements related to centres)

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**Maharaja Agrasen Hospital (400 Bedded) , New Delhi**

**Asstt. Administrative Officer (**16th July- 2010- 25 th August 2013**) for 3 years**

**Key Responsibilities:**

* Handled administration of 400 bedded Hospital in co-ordination with CAO /MS /MD and improving the management & utilization of hospital services.

## Responsible for General maintenance, Housekeeping, Security, Biomedical waste management, Ambulance management, RO Plants, linen & laundry management, Inventory management & Dealing with vendors.

* To continuous orientation of SOP/Protocols and maintain the training calendar and log.
* Define & Implemented employee satisfaction survey and exit interview in the hospital.

**Notable Credits:**

* Implemented quality indicator/s in the hospital and analyse the data monthly and report to the top management.
* Development & Implementation of waste management system & Safety system in the hospital.

**GMR Institute of Imaging & Research, New Delhi**

**Manager Administration (**1st Nov.2008 - 10th July 2010**) 2years**

**Key Responsibilities:**

* General Administration in co-ordination with Chief Admin. Officer & M.S.
* Selection & Management of Vendors & other service providers
* Conduct customer’s Satisfaction surveys.
* Training of House Keeping, Security & contractual staff on weekly basis.
* Managed Administration of Ambulance Services
* In House audit of Stock , Stock management.
* Supervision of Billing & Front office department.

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**Notable Credits:**

* Implemented customer satisfaction survey in the centre
* Development & Implementation of waste management system & safety system in the centre
* To continuous orientation of SOP/Protocols and maintain the training calendar.

**ARK Hospital** DLF City phase-1 Gurgaon **(2 years)**

**Assistant Administrator (**4th Aug.2006 – 31st July 2008**)**

**Key Responsibilities:**

## Management of Housekeeping, Security, linen & laundry management & General maintenance.

* Direct Handling & Management of T.P.A**.** from approval to finalization
* Audit of stock level in departments of Housekeeping, Dietary and Drugs Department
* Liasioning with government agencies for completion of Statutory requirements.
* Legal Compliances of deaths and births in local govt. agencies
* To continuous orientation on SOP/Protocols and maintain the training calendar and log.
* Define & Implemented Employee satisfaction survey and exit interview in the hospital.
* Development & Implementation of waste management system & safety system in the hospital.

## Managed administration of Ambulance services.

**Notable Credits:**

* Devised the system for checklist in each department.
* Successfully upgraded the waste management system.
* Introduced OPD & IPD patient satisfaction survey, complaint management & exit interview system in the hospital.

**Areas of Expertise**

**General Administration**

* Handled **Administration of 400 bedded Hospital** **(Maharaja Agrasen Hospital, West Delhi)** in co-ordination with CAO /MS /MD and improving the management & utilization of hospital services.
* Implemented policies & procedure in various Centres & Hospitals as per required standards.
* Managing non clinical /clinical staff, handling the operations, up keeping of equipments and quality services of the hospital.
* Managing Human resource including contractual staff and analyze requirement for same.

**Planning & Operation Management/ Facilities Management**

* Organizing and conducting various training programs in hospital, Analyze utilization of various hospital services, financial outlays and its effective utilization. Identify area for outsourcing/ partnerships and propose innovative ways for improving operating efficiency of the hospital.

**Vendor Management**

* Selection & discuss with user & vendors, Analysis, issue of bids & purchase order, answer queries, Manage communication, Receive bid requests.
* Develop framework for evaluation of vendor performance, Inventory Control, Reports & Analysis Planning for optimum utility of material, Following best practices in purchase, Strong follow up with Vendors.

**Computer Skills**

## Windows, Mac, Ms-office, Outlook Express, Microsoft, Internet, Minitab & installation of softwares.

**Personal profile**

## Languages Known: Hindi, English & Punjabi

* Nationality: Indian
* Marital status: Married
* D.O.B. 16th June 1981

Date:

Place: Gaurav Guleria