###### Yogita Arora Sapra

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### CAREER OBJECTIVES

Looking ahead to work in a challenging atmosphere in order to bolster the growth of the organization to the best of my competency and to achieve the limits of sky and obtain a responsible and challenging position. Achievement of responsible position with professionally manage and progressive organization for optimum output of capabilities and leadership qualities in conductive environment where I can enhance my skills with the goal of the organizations. as **HR,** **Admin.** and **Sales** professionals which will utilize and advance my skills in **both** fields.

**EXPERIENCE**

Gained more than **five years fruitful** experience **in Hospital as HR/Admin Manager.**

## **CAREER PROFILE**

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# Worked with **Metro Hospitals and Heart Institute**, as “HR Manager & Asst. Administrator” from **August** 2009 to **May** 2012.

# Worked with **Sarvodaya Hospital & Research Centre** ,Sec-8, Faridabad as **as “**Patient Care Services Manager & Quality Coordinator” from **Aug** 2008 to **Mar** 2009.

**Job Responsibilities:**  
  
**Overall Responsibility:**   
**1**. To Maintain And Develop HR Policies, Ensuring Compliance And To  
Contribute The Development Of Corporate HR Policies.  
**2**. To Develop The HR Team, To Ensure The Provision Of A Professional HR  
Service To The Organization. Manage A Team Of Staff. Responsible For  
Mentoring, Guiding And Developing Them As A Second Line To The Current  
Position.  
**3**. To Ensure Timely Recruitment Of Required Level / Quality Of Management  
Staff, Other Business Lines Staff, Including Non-Billable Staff With  
Appropriate Global Approvals, In Order To Meet Business Needs,  
Focusing On Employee Retention And Key Employee Identification  
Initiatives.  
**4.** Provide Active Support In The Selection Of Recruitment Agencies Which  
Meet The Corporate Standard. Ensure Corporate Branding In  
Recruitment Webs And Advertisements.  
**5.** Develop, Refine And Fine-Tune Effective Methods Or Tools For Selection /  
Or Provide External Consultants To Ensure The Right People With The  
Desired Level Of Competence Are Brought Into The Organization Or Are  
Promoted.  
**6**. Prepare Information And Input For The Salary Budgets. Ensure  
Compliance to the Approved Salary Budget; Give Focus On Pay For

Performance And Salary Benchmarks Where Available. Ensure  
Adherence To Corporate Guideline On Salary Adjustments And  
Promotions. Coordinate Increments And Promotions Of All Staff.  
**7**. To Develop The HR Business Plan.  
**8**. Ensure Appropriate Communication At All Staff Levels  
**9**. To Maintain And Develop Leading Edge HR Systems And Processes To  
Address The Effective Management Of People In Relation To The Following  
In Order To Maintain Competitive Advantage For:  
  
Performance Management.  
Staff Induction.  
Reward And Recognition  
Staff Retention  
Management Development / Career Development  
Succession Planning  
Competency Building / Mapping  
Compensation / Benefit Programs  
**10**. To Facilitate / Support The Development Of The Team Members  
**11**. To Facilitate Development Of Staff With Special Focus On Line  
Management  
**12**. To Recommend And Ensure Implementation Of Strategic Directions For  
People Development Within The Organization.  
**13**. Ensure A Motivational Climate In The Organization, Including Adequate  
Opportunities For Career Growth And Development.  
**14**. Administer All Employee Benefit Programs With Conjunction With The  
Finance And Administration Department.  
**15.** Provide Counsel And Assistance To Employees At All Levels In  
Accordance With The Company's Policies And Procedures As Well As  
Relevant Legislation.  
**16.** Oversee The Central HR Administration –  
  
Employee Offer Letters  
Salary Letters And Employment Contracts.  
Approve Updated Organizational Charts On A Monthly Basis And  
Maintain Complete / Accurate Personnel Records.  
**17**. Co-Ordinate The Design, Implementation And Administration Of Human  
Resource Policies And Activities To Ensure The Availability And  
Effective Utilization Of Human Resources For Meeting The Company's  
Objectives.  
**18**. Responsible For Corporate HR Function.  
**19.** Responsible For Overall Centralized HR Admin Function  
**20**. Counseling And Guidance Cell - Provide Support To Managers In Case  
Of Disciplinary Issues.

**Recruitment:**

• Sourcing the best talent from diverse sources after identification of manpower requirements  
• Screening of Resumes, Organizing and conducting interviews & salary negotiation.  
• Performing reference checks of the selected candidates, document verification and follow up with the selected candidates for further process.  
• Conducting the Induction Program and orientation of new joiners’  
• Preparing and sending the offer letter for the selected candidate.  
• Handling the joining formalities, opening of bank accounts, Id cards.  
• Coordinating with departmental heads for training needs identification of employees.  
• Preparing the training calendar & scheduling training programs and Conducting training programs  
• Mapping training effectiveness on quarterly and annual basis

**Induction:**   
• Verifying the documents submitted by selected candidates .  
• Conducting Induction program for the new joinee.  
• Making them aware of company policies, process and culture.

**Attendance & Leave Management:**   
• Consolidation & maintenance of attendance and Leave records.  
• Coordinating for Payroll Process by providing necessary inputs with data collected.

**Admin Activities:**  
• Issued offer letter, appointment letter, confirmation letter, increment letter,   
 Resignation letter, transfer letter, etc.  
• Mailing of details to admin department for ID Cards and visiting card.  
• Provided audit data to auditors.  
   
**Exit Formalities:**  
• Helped the resigned with all exit formalities.  
• Exit Interview.  
• Forwarded replacement references to recruitment team.  
• Timely released relieving letter.  
• Shared details for farewell of tenured employees.

**Others:**  
• Verifying Employee Record  
• Prepared various HR forms.

**Responsibilities I owned as Patient Care Services Manager :**

* Daily updation of Hospital Inpatient Census for pending payments

Checking of daily bills

* Handling queries of panel patients with respect to approvals, denials, queries etc.Follow up with TPA deptt. for smoother flow of work
* Sending discharge file to the respective Company / TPA for processing of claims
* Updation of Hospital Tariff periodically in conjunction with Hospital Tariff Committee
* Handled the project of getting Discharge Summary computerized

**Responsibilites I owned as Quality Cordinator :**

* Establishing & assuring Quality Management System as per ISO & NABH standards in the hospital.
* Documentation & formulation of Hospital policies, procedures & work manuals based on NABH standards through proper planning & writing expertise.
* Implementing Quality standards through teaching & training
* Taking preventive & corrective action to avoid non conformity in service process & quality system & ensure that it is effective
* Maintaining the Quality objectives of patient safety, continuous improvement & quality assurance through regular efforts & maintaining a quality driven atmosphere

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# PROFESSIONAL QUALIFICATIONS

* ***MBA in HR & Admin With A Grade.***
* ***One year diploma in computer (DOS, Windows, MS Office, Excel etc)*** ’97.

# EDUCATIONAL QUALIFICATION

***B.com (pass) from Delhi University***.

# PERSONAL PROFILE

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**Date of Birth**

20th December ‘1987

##### **Husband’s Name**

##### Mr. Harish Kumar Sapra

##### **Mother’s Name**

##### Mrs. Neelam Arora

**Father’s Name**

Mr. S.k Arora

## **(YOGITA ARORA SAPRA)**