

CURRICULUM VITAE

SHARMISTHA BHATTACHARJEE

Email: sharmistha.b2011@gmail.com

Mobile: +91 97251 69218 / +91 70353 32198

Permanent Address: C/O Smt. Sulata Bhattacharjee
Ramakrishna Mission
Teachers' Quarters
Khliehshnong, Sohra
East Khasi Hills, Meghalaya
Pin – 793111



Current Address: C/O Shri. Ranabir Bhattacharjee
B-II Kaushik Apartment
Purbanchal Housing
Complex Lachit Nagar,
Guwahati, Pin – 781 008

CAREER OBJECTIVES

“To work in an esteemed organization whereby I get an opportunity to learn and have an ample opportunity of self-growth”

ACADEMIC CREDENTIALS

MBA (Masters in Business Administration) (2013) Hospitals and Healthcare Management Lovely Professional University, Phagwara, Punjab	70.38%
Bachelor of Science (B.Sc.), Honours (H) in Zoology (2011) Lady Keane College, Shillong North Eastern Hill University, Meghalaya	55.62%
Higher Secondary School Leaving Certificate (HSSLC) Examination (2007) (Class XII) Ramakrishna Mission Higher Secondary School, Cherrapunjee	58%
Secondary School Leaving Certificate (SSLC) Examination (2005) (Class X) Ramakrishna Mission Higher Secondary School, Cherrapunjee	58.66%

OTHER QUALIFICATIONS

Certificate courses in Fundamentals of Windows, MS Word, MS Power Point, MS Excel and Front Page.

EXPERIENCE

- Currently employed as Senior Executive – Operations from April 01, 2016 till present and Senior Executive - Administration & Marketing at Shree Marwari Databya Aushadhalaya (SMDA), Marwari Maternity Hospital (MMH) Unit since January 1, 2015 till March 31, 2016.
 - SMDA comprises of three sub units, namely Marwari Hospital & Research Centre (MHRC) and Marwari Maternity Hospital (MMH), Fancy Bazaar Outdoor Dispensary (FBOD).
 - It is a 150-bedded ISO 9001 : 2008 Certified Hospital
 - Reporting Authority : Asst. General Manager – Operations & Medical Superintendent, SMDA

- Job Responsibilities:
 - Improve profitability of the hospital through continuous improvement of productivity and resource utilization
 - Give inputs for budgeting exercise including manpower planning for facilities and security management to match the business plan of the hospital and control expenses accordingly
 - Track expenses within budget of the operations department
 - Operate within budget for ambulance services
 - Assist AGM-O in creation and implementation of Standard Operating Procedures (SOPs) for all operations functions
 - Partner AGM-O in liaising with government and other public agencies to ensure safety and security of the hospitals, its patients and employees at all times.
 - Take rounds in the different wards, O.T, baby room etc. to monitor compliance of hygiene, sanitation, safety standards, pollution control protocols including disposal of bio-medical waste and scrap as per prescribed protocol and through prescribed disposal agencies and report deviations to AGM-O
 - Track periodic pest control and fumigation by approved agencies.
 - Check the interaction of all operations team members to ascertain that they are sensitive to the changing customer requirements, take proactive steps to address deviations and escalate continued non-compliance to AGM-O.
 - Monitor Food & Beverage services to ensure patients, attendants and employees have access to wholesome food

- Conduct training sessions for reception, housekeeping, security and other operations team members
 - Prepare and monitor duty roster and leave of ambulance drivers to ensure ambulances are adequately staffed
 - Monitor discipline of drivers and report to HR through AGM-O in case of indiscipline
- Previously employed as Manager – Gastro Dept at **Nidhi Hospital**, Navrangpura, Ahmedabad since September 2013 – December 2014.
 - Reporting Authority : Medical & Managing Director
 - Job Responsibilities:
 - Looking after the work flow of the Gastro Department.
 - Looking after the patient flow for both OPD & IPD patients of Gastro Dept.
 - Involved in the branding of the hospital involving managing of all advertisement portfolios of Radio, Print & Media.
 - Looking after E-Advertisements and hospital website.
 - Developing brochure for the hospital.
 - Incharge of managing contacts of hospitals panelled doctors, other doctors, pharma companies and other associates.
 - Actively involved in organizing various camps, conferences and CMEs.
 - Handling patient grievances and queries within the dept.
 - Staff Management within the dept.
 - Acquainted with and follow the NABH rules and regulations as and when needed.
 - Assisting in Operations and Quality as and when needed.

SUMMER INTERNSHIPS / PROJECTS UNDERTAKEN

- Completed training at Apollo Hospitals International Limited (AHIL)
 - Location : Gandhinagar, Ahmedabad, Gujarat
 - Duration : 45 days, i.e., during the month of March-May, 2013
 - Project undertaken : Safety Awareness Among Employees at AHIL
 - Undergone summer internship at Shalby Hospitals, Ahmedabad
 - Location : Ahmedabad, Gujarat
 - Duration: 45 days, i.e., during the month of June – July 2012
 - Project undertaken: Awareness and Implementation of Safety Measures in Hospital in relation to NABH Accreditation
-

AREAS OF INTEREST

Administrative Services, Operations & Quality services

PERSONAL DETAILS

Date of Birth	-	04.07.1989
Nationality	-	Indian
Languages Known	-	English, Hindi, Bengali
Strengths	-	Communication Skills
Hobbies	-	Travelling

DECLARATION

I do hereby declare that all the information provided above is true to the best of my knowledge