

PARMOD KUMAR

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CAREER OBJECTIVES:

To be associated with a dynamic organization that provides me maximum opportunities to enhance my career development and to explore my potential abilities so as to achieve the organizational goals.

ACADEMIC QUALIFICATIONS:

- Year 2010 – completed MBA (IT) from National Institute of Management, Maharashtra
- Year 2002 – completed Bachelor of Arts in Computer Science from Guru Nanak Dev University, Amritsar.
- Year 2000 – completed Diploma in Computer Application from National Institute of Information Technology (NIIT), Amritsar.
- Year 1997 – completed certificate course in Graphic Designing (CorelDraw, Adobe Photoshop etc.).

WORK EXPERIENCE:

- Since August 2014 –working as Centre Manager at Express Clinics Pvt. Ltd. (A Joint Venture with DaVita Inc., A Fortune 500 Company), Lajpat Nagar, New Delhi.
- September 2012 – August 2014 – worked as Head Administrator at Nayyar Heart Institute and Super Speciality Hospital, Amritsar.
- February 2008 – September 2012 – worked as an Officer Marketing at Fortis Escorts Hospital, Amritsar.
- September 2005 to January 2008 – worked as an Assistant Front Office at Fortis Escorts Hospital, Amritsar.
- June 2002- August 2005 – worked as SAP Operator and Online Record In-charge at TATA Chemicals Limited, Amritsar.

ROLES AND REponsibilities:**Centre Manager – Express Clinics Pvt. Ltd., Lajpat Nagar, New Delhi.**

- Monitoring the profitability (P&L, EBIDTA) and business goals of the clinic.
- Build a strong relationship of reliability & trust between the local community and the clinic.

- Act as a bridge between corporate and clinics, interoperating and translating policies, operational procedures, operating standards and other important communications for the benefit of the clinic staff.
- Lead, mentor and motivate the clinic staff to perform their duties diligently and efficiently in compliance with the laid down guidelines.
- Assist team members to manage task effectively and encouraging team's participation in discussions to improve quality and service standards.
- Conducting daily staff briefing to cover clinical, service, business and operational due diligence and share relevant communication with the team.
- Handle personal grievance and complaints of subordinates with empathy, sincerity and patience. Provide the necessary assistance and/or escalate issues to the reporting manager for a quick resolution.
- Provide customer & services related data as desired by the company from time to time.
- Ensure high levels of customer care and a satisfied clientele.
- Handle all customer complaints, comments and grievance. Record such instances and identify the root cause and implement a corrective and preventive action plan to reduce probability of such events from recurring.
- Interact with the patients and relatives for getting a feedback about the services rendered to them; consistently strive to incorporate proactive measures to improve feedback scores.
- Ensure there is exemplary housekeeping and upkeep of the clinic at all times. Escalate maintenance and service requests for equipment and infrastructure to the corporate.
- Identify and retain local vendors for routine works.
- Maintain a record of clinical equipments.
- Ensure all reports (clinical and operational) are prepared and submitted as per their respective TAT.
- Ensure compliance with all local and statutory laws covering clinical and business practices as stipulated by their regulatory and/or accrediting organizations.

Head Administrator – Nayyar Heart Institute and Super Speciality Hospital, Amritsar.

- Participate with the Managing Director, Medical Staff and Senior Management in the development and implementation of strategic plans.
- Attaining challenging / achievable patient care, safety and education and customer service goals while maintaining financial viability.

- Oversee the deployment and adherence of standardized policies, systems & procedures at the facility.
- Establish and maintain communication with the Managing Director and other Medical and non medical staff to ensure accomplishment of mutual beneficial goals of the facility.
- Act as an escalation point for all Operational Issues related to the facility
- Establishing and maintaining open communication culture, accountability and timely decision making.
- Responsible for service-quality standards and adherence to budgetary restrictions of Security, Housekeeping, Food & Beverages, Materials, Engineering, Hospital Support Services, Information Technology, Patient Care Services.
- Promoting high performance culture by institutionalizing innovative rewards and recognition programs
- Working as quality manager to implement quality indicators as per NABH standards
- Recruitment process from junior level till consultants
- Motivating the staff including various medical professionals, working with tasks specific to its best ability
- Conducting trainings for other administrative/clinical staff.
- Reviewing and evaluating performance of the Organization
- Working as NABH Coordinator for Hospital National accreditation(NABH)
- Working on Hospital SOPs as per NABH standards
- Managing the hospital business operations smoothly
- Recruitment process from junior level till consultants
- Maintaining the established institution of comprehensive care
- Handling Hospital empanelment's with Corporate/PSU/TPAs
- Handling effective marketing, branding and advertisement
- Taking care of Hospital Information Management Software

Officer Marketing – Fortis Escorts Hospital, Amritsar

- Designed & executed marketing campaigns
- Planned and organized promotional events (CME's, Public Lectures, Health Talks & Camps)
- Ensured adequate brand placement & promotion
- Was one point contact person for the media pertaining to any issue at the hospital; ensured adequate media coverage for hospital activities.
- Provided administration support to the team, was responsible for advising on the day to day management and administration of the hospital.
- Dealt with elite customer segment of the city and ensured that they are dealt in an efficient and professional manner.

