

Ms Parul V Garg

PROFILE SUMMARY

Seeking an entry-level position in Healthcare Sector, which will utilize the organizational, industry expertise, team collaboration and communication skills I developed during my MBA in Hospital and Health Management. During my degrees as well as my summer training I successfully demonstrated myself as a self-motivated, organized and capable of working under pressure. I have a clear, logical mind with a practical approach to problem solving and a drive to see things through to completion. In short, I am reliable, trustworthy, hardworking and eager to learn and have a genuine interest in Healthcare Management Sector.

DISSERTATION

11 Week Project in Feb-Apr 2016, at Apollo Health and Lifestyle Limited, New Delhi

Project: Market assessment of Patients perception towards Apollo Diagnostics.

- **Objectives:**
 - To measure patients' experiences of care and highlighting areas that needs to improve to provide a patient-led healthcare service.
 - Conduct a market survey to measure different marketing strategies that were used to increase the market share.
 - To analyze the services provided by the competitors to get an overview of current trends in the marketplace.
 - Analyzing the existing database of patient feedback to evaluate impact of services provided.
- **Methodology:** Structured Questionnaire, Face-to-Face and Telephonic interviews.
- **Suggestions:**
 - High visibility- advertisement hoardings, glow boards, corporate tie-ups & digital marketing.
 - Proper uniforms and punctuality verified through camera attendance tracker
 - An electronic message can be dropped to the patient. The message should include a thank you message, update about the reports and a feedback link which could be form on the website. Patients who have given negative feedback should be responded by a call so as to resolve their issue and those who have given positive feedback should be responded with a thank you message.

SUMMER TRAININGS

8 Week Training in May-June 2015 at Fortis Hospitals, Shalimar Bagh

Project: A Composite study on waiting time in various Out-Patient Departments and gap analysis.

- **Objectives:**
 - To identify the average time spent by the patient in the OPD.
 - To analyze the factors those are responsible for waiting time in the OPD and to suggest measures to improve the discharge process.
- **Methodology:** Observation, Questionnaire and Interviews
- **Suggestions:**
 - Out-patient Appointment Reminder System to remind patient about their appointments and the need to arrive earlier for any recommended investigations.
 - Follow-up patients should be attended by team doctors and if there's something major or critical only then it should be discussed with senior doctors.
 - Use an ordered number system assigned to patients who come without appointment (emergency and non-emergency).
 - A floater who'll do the billing and other operations in case of rush.

8 Weeks Training in Jan-Feb 2014 at Fresenius Kabi Oncology Ltd.

Project: Study on different Analytical Instruments and Methods.

EDUCATION

YEAR	QUALIFICATION	BOARD	SCHOOL/UNIVERSITY	PERCENTAGE
2008	10 th	CBSE	Manav Stahli school, Delhi	84.5
2010	12 th	CBSE	Manav Stahli school, Delhi	77.5
2014	B.Pharm	N/A	Amity University, Noida	83.22
2016	MBA Hospital and Health Management	N/A	The IIHMR University, Jaipur	75.25

PROFESSIONAL DEVELOPMENT PROJECTS & COURSES

- Attended training program on Six Sigma Green Belt organized by Indian Statistical Institute (SQC and QR Unit), Delhi.
- Volunteered for Dil Se campaign in Aman Biradari, National Level NGO for a year in 2013. (Oriented Homeless Children on Drug Abuse).

AWARDS AND EXTRACURRICULAR ACTIVITIES

- Presented a poster on 'A descriptive study on Consumer Protection Act (CPA) & medical negligence in hospitals in 'Pradanya 2015 - Universal Health Coverage Road Map for 2020', IIHRM University, Jaipur
- Attended 'FICCI HEAL-2015'- International Conference on India's Healthcare: Time For Paradigm Shift', Delhi 2015.
- Won 2nd Prize for model making competition held at Amity University in 2013.
- Creative Head for Amity Institute of Pharmacy 2010-2014.
- Active Participant in poster making competitions in College and School.

LANGUAGES KNOWN

English, Hindi, German

COMPUTER SKILLS

- Computer Basics
- Microsoft Office (Word, Excel, Outlook)
- Well versed with internet

REFERENCES

Reference 1:	Dr. (Col.) Ashok Kaushik Dean (Academic & Students Affairs) The IIHMR University, Jaipur Contact details: - 91-141-3924700 Email: - ashokkaushik@iihmr.edu.in	Reference 2:	Dr. Susmit Jain, Asst. Prof The IIHMR University, Jaipur Contact details: - 91-9829238770 Email: - susmitjain@iihmr.edu.in
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