

# Curriculum Vitae

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**Summary:** Accomplished healthcare management professional seeking a suitable opportunity in healthcare with experience in maximising operational efficiency. Exceptional planning, implementation and monitoring skills

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## WORK EXPERIENCE

### Business Manager

(Sept 2015 – till present)

Portea Medical, Delhi

- ✓ Account manager for a major B2B partner for the organisation. Complete P& L responsibility of the units.
- ✓ Develop strategy, sales plan, profit targets & ensure implementation of the same to achieve business growth.
- ✓ Identify new business opportunities for increased revenue growth in form of account tie ups and ensure its successful closure.
- ✓ Account and Key opinion leaders (KOL) management within the partner organisation.
- ✓ Executive marketing and business development activities within the units to drive sales growth. Plan sales targets for the team and drive performance by strict monitoring and supervision.
- ✓ Ensure month on month growth in the revenue stream for each unit. Set targets and budget allocation for marketing and promotional activities to increase the customer base.
- ✓ Analyse staffing requirements and workload distribution; developing & implementing staffing plans to optimize performance of each work unit within the section.
- ✓ Coordinate and supervise the proper delivery of medical services for the patient.
- ✓ Quality assurance of services and protocol for the patients seeking services.
- ✓ Drafting SOP's, proposals, project plan and reports for tracking business budgets, & milestones.
- ✓ Recruitment and hiring of operational & support team for seamless delivery of services.

### Manager-Implementation

(Jan, 2015-August, 2015)

AB Innovative Pvt. Ltd., Delhi

- ✓ Implementation of a Public health IT Project in Punjab (PPP model) by leading a field team and acting as a liaison between client, user and project owner.
- ✓ Deploying healthcare application in the rural PHC's and SC's in districts of Punjab.
- ✓ Project management for Implementation Cycle.
- ✓ Assessment of the User requirement and experience about the application and its improvement scope.

- ✓ Provide onsite as well as remote support to the Client. Assist software and application training to the new recruit.
- ✓ Liaison with the Client/Customer for the application update and performance.

### **Assistant Manager-Medical Operations**

(April, 2014- Jan, 2015)

Motherhood Hospitals, Bengaluru

- ✓ Involved in commissioning and setting up of a 50 bed hospital unit in Bangalore.
- ✓ Managing day to day operations of the hospital and setting up processes & SOPs for clinical and non-clinical departments and matrix for their constant monitoring.
- ✓ Part of team responsible for setting up Business Intelligence tools and Data analytics platform for the hospital to monitor and improve operational and financial efficiency.
- ✓ Overview of the centre's P &L and break even analysis.
- ✓ Successfully set up a dedicated Central Customer Care Cell across the group.
- ✓ Developed Patient feedback system (Feedback Form for OP & IP patients) and report generation for service improvement.
- ✓ Involved with the Post acquisition Change management strategy for new unit in Hyderabad.
- ✓ Part of project on NABH Accreditation by supervising mock drills and coordinating multiple stakeholder meetings.

### **Project Work Experience: (cumulative 6 months)**

#### **1. Medanta-The Medicity**

- ✓ Business Process Reengineering (BPR) of Cross Referral System within Hospital.
- ✓ Medication Management System within Hospital
- ✓ Conducted Facility Audit for Hospital for NABH re-audit.

#### **2. Sri Balaji Action Medical Institute, Delhi**

- ✓ Productivity analysis and Turnaround time (TAT) of the Clinical laboratory department.
- ✓ Inventory control techniques being followed in the Medical Stores of the hospital.
- ✓ Market and Situational analysis of the Hospital and Innovative marketing strategies.

#### **3. V.N Desai Municipal Hospital, Mumbai**

- ✓ Study of Clinical Departments: Casualty, ICU and Blood Bank
- ✓ Study of Non-Clinical Departments: CSSD, Dietary & Catering, Laboratories and Pharmacy

### **Medical Manager**

(Dec, 2010- May, 2012)

Health Insurance TPA, Gurgaon

- ✓ Adjudication of files in the cashless department and maintaining the specified turnaround time for the corporate clients and resolving the issues concerning the claims.
- ✓ Onsite visits to the corporates and the insurance companies and resolving their case related queries and litigations
- ✓ Been an active part of the management in improvising the process and development of new software for the system by giving the inputs to the IT team and successfully launching the new software and assisting the colleagues in its training and execution.
- ✓ Successfully reduced the Turnaround time (TAT) for corporate claims by 50%.
- ✓ Trained the new joiners as mentor in learning the process of the department
- ✓ Managed the cashless team of 16 colleagues for 1 month in absence of Manager.

## ACADEMIC

### **Masters in Hospital Administration**

Awarded in 2014

School of Health System Studies, Tata Institute of Social Sciences, Mumbai

- ✓ Core Subjects: Healthcare System in India, Healthcare financing, Health economics, Research methodologies, Biostatistics, Health service evolution, National Health programs, Operations research, Planning, HMIS
- ✓ Research Project: Application of Six Sigma in Improving Hospital Discharge Process
- ✓ Grades: 7.2/10

### **Bachelors of Homoeopathic Medicine & Surgery**

Awarded in 2010

Dr. B. R Sur Homeopathic Govt. Medical College, Delhi

- ✓ Core Subjects: Anatomy, Physiology, Pathology, Medicine, Surgery, Obstetrics & Gynaecology, Paediatrics, Preventive & Social Medicine
  - ✓ Grades : 60 %
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### **SKILLS & PROFICIENCIES**

- ✓ Research & Analytical Skills: Proficient with Statistical Software - SPSS and Minitab
- ✓ Report writing skills
- ✓ Relationship and stakeholder management skills
- ✓ Proficient in working with MS office
- ✓ Negotiation Skills, Time Management Skills, Team Management Skills
- ✓ Intermediate Level competency in Six Sigma

### **ACHIEVEMENTS & ACTIVITIES**

- ✓ Active Clairvoyance team member – Flagship Health Conference, TISS and helped in raising funds in form of sponsorships and organizing the whole event
- ✓ Hosted Clairvoyance, 2013
- ✓ 1<sup>st</sup> prize winner in play at Clairvoyance, 2012 and Graduation, 2009.