

Curriculum Vitae

House No. 812
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NEW DELHI-110063

DEVENDRA PAL SINGH BHATIA
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CURRENT STATUS

Worked As a Guest Relations Officer in Fortis MedCentre (A Fortis Enterprise) in Greater Kailash Part 1 Branch from 5th June 2012 to 09th July 2015.

WORK PROFILE

- Overall Administration of a Dialysis Centre.
- Managing the reception, billing, bill payments.
- Handle patient scheduling.
- Making sure patients are satisfied and act on any complaints made by them.
- Make sure inventory is always well stocked and placing orders with the HQ in time.
- Handle staff scheduling, timings, leave management and any staffing issues at the centre.
- Bring any operational issues to the notice of the Centre Incharge and make sure they are resolved in a timely manner.
- Also looked after the purchases and Store of Punjabi Bagh and Jassaram centres earlier.

EARLIER EXPERIENCE

Worked As a City Admin Delhi in DR PB'S HEALTH & GLOW CLINIC PVT LTD from 15th September 2009 to 30th April 2012(2 Years & 7 months).

WORK PROFILE

- Compliance of statutory requirements in all the clinics of Delhi and NCR.
- Implementation of Various Administrative policies.
- Monitoring Branch Inventory, Forecasting Demand and Ensuring Timely Availabilty of Medicines, stationery etc.
- Vendor selection, development and Co-ordination for prompt Good Quality and Cost Effective materials and services.
- Asset /Facility Management-Purchase /Transfer/Disposal/AMC.
- Managing repair, maintenance and replacement of Equipments, Appliances and Furniture's furnishing vehicles and company Accomodation.
- Supervision of Housekeeping and Security services.
- Organization training programmes, conferences, major meeting, seminars, social get together and opening ceremony.
- Organization Travel Arrangement.

- **Monitoring monthly invoices and vendor payment status to ensure purchase orders are not over-billed and coordinate with Head office for Timely payments to vendors.**
- **Compliance of Legal formalities for Lease/Purchase of property.**
- **Monitoring new clinic interior project and interior alteration of old clinics.**
- **Assist in HR Resourcing.**
- **Managing Time office operation-Attendance, maintain Employee records.**

Earlier Experience

- **Worked As A Senior Customer Service Associate in WNS Ltd in Web Process from 07 May 07 to 12th September 09(2 Years & 4 months).**

WORK PROFILE

- **Worked for a U.S. base bank by the name of First Horizon National Corporation.**
- **Handling the issues related to Fraudulent activities based on the Electronic Incident Report.**
- **Search and collates documents of Customer's Account with the help of 11 different Applications which can be used through generate a Suspicious Activity Report if required which include imaging of checks and transaction details.**

EARLIER EXPERIENCE

Worked As a Specialist Customer Support in I.B.M. DAKSH in Web process from 19 July 06 to 5 May 07(10 months).

WORK PROFILE

- **Processing Health Insurance Claims in a Software called Comet in United Health Group which is one of the No. 1 Health Insurance Organization in U.S.**
- **Used to take Wardrobe calls from the clients in U.S.**
- **Used to give updates to the entire floor.**
- **Used to mentor new colleagues on the floor.**

EARLIER EXPERIENCE

Worked As an Office Coordinator cum collection clerk In Dr Batra's Positive Health Clinic Ltd from 18th August 2003 to 20th June 2006.(2 years & 10 months).

WORK PROFILE

- **To Explain The Medication Procedure To The Patients.**
- **To Explain The Procedures, Schemes And Health Plans Of The Company.**
- **To Prepare Daily Report / Monthly Reports In The Prescribed Format.**
- **To Carry Out Every Other Duty Assigned To Me By My Seniors From Time To Time.**
- **To Attend To All Complaints, If Any, And Inform It To The Respective Doctors.**

EDUCATIONAL QUALIFICATION

- Post Graduate In English Literature From The University Of Kanpur, In The Year 2002
- B.A. From Allahabad University, Allahabad (1997-2000)
- 12th From U.P Board Boy's Inter College, Allahabad (1996-97)
- 10th From I.C.S.E. Board Boy's High School & College, Allahabad (1994-95)

ACHIEVEMENT:

- Won First Prize In Maggi Quiz Contest At College Level.
- Won Best Student Award At College Level.

EXTRA CURRICULUR ACTIVITIES:

- Active Participation In Cultural Programs At School/College Level.
- Organized Cultural Shows & Plays.

SKILL SET

1-Year Diploma In System Management from Aptech Computer Education, Allahabad.

Personal Details

Date of Birth	:	7th Oct. 1979
Fathers Name	:	Late Charan Gurudev Singh Bhatia
Marital Status	:	Married
Language Known	:	Hindi, English
Hobbies	:	To Travel, Making Friends, To Play Cricket
Permanent Address	:	286 H/ 2A Nyay Vihar colony Suleim Sarai Allahabad-211003

I Am An Optimistic Person By Nature, Believe In Dignity Of Work And Love To Be Helping Hands For Others. I Have Always Believed To Learn From My Mistakes.

I Can Work With Minimum Supervision Once I Know What The Work Is I Have Full Faith In My Abilities And My Hard Work, Sincerity And Dedication And I Assure You That If You Given Me A Chance To Be A Part Of Your Prestigious Organization. I Shall Spare No Effort To Prove My Work And Abilities To The Organization.

Date:.....
Place:

Signature
(Devendra Pal Singh Bhatia)