

SUMAN MAHAL

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Professional Summary

Dynamic Hospital Administration professional driving operational excellence in multispecialty hospitals. Skilled in managing patient services, coordinating multidisciplinary teams and ensuring regulatory compliance. Proven success in streamlining front office operations, supervising support services, and improving patient satisfaction. Adapt at handling MRD and generating actionable reports for management. Ready to contribute to high-performing healthcare environments.

Key Skills

- Hospital Operations & Administration
- Front Office Management & Staffing
- Patient Follow-Ups & Ward Rounds
- Medical Records Documentation(MRD)
- Compliance with Medical Practices & Regulations
- Team Collaboration & Coordination
- Proficient in MS Office
- Patient Satisfaction & Grievance Handling
- ERP/Hospital Management Software(if applicable)

Professional Experience

Intern-Operations & Patient Services

IQ City Medical College Hospital, Durgapur(3Months)

- Coordinated operations inwards, MRD and COVID units for smooth service delivery.

Intern-Home Care & COVID Vaccination

Woodlands Multispecialty Hospital, Kolkata (3Months)

- Assisted in scheduling and coordinating home care visits and vaccinations to improve patient experience.

Education

Master of Hospital Administration –Maulana Abul Kalam Azad University of Technology
(2020– 2022) | CGPA: 8.6/10

Bachelor of Information Technology–Calcutta University,Asutosh College(2016–2019)|
CGPA: 7.8/10

12th–WBSCVET&SD,2016|81%

10th–WBBSE,2014|62%

Languages

- Bengali

- Hindi

- English

Declaration

I hereby declare that all the statement provided above are true to the best of my knowledge and belief.