

Saheen Anjum

Floor In-charge (IPD Department)

Jamia Colony, Panposh, Rourkela,
Distt. Sundergarh, Odisha, 769004

DOB: Apr 26, 1995

T: (+91) 8658626178

M: saheenanjum26@gmail.com

Objective

Results-driven Floor In-Charge with a proven track record in operational supervision and process improvement, eager to transition into a Hospital IPD Floor In-Charge role. Bringing strong organizational, leadership, and communication skills to enhance service delivery and support the medical team in providing exceptional patient care.

Experience

4. Jaiprakash Hospital and Research Centre Pvt Ltd. — May 2019 – Till date.

(NABH & NABL Accredited Hospital) Jaiprakash Hospital Rourkela, Odisha is a 307 bedded multi-specialty hospital with state-of-the-art Infrastructure and medical facilities for Western Odisha.

Designation : Floor In-charge (IPD Department)

- As a hospital floor In-charge oversees daily operations.
- Ensures quality patient care and manages staff on a specific hospital floor.
- Key responsibilities include supervising nursing and support staff, coordinating patient flow, and ensuring adherence to healthcare regulations and hospital policies.
- Also responsible for addressing patient concerns, managing resources efficiently, and maintaining a safe and organized environment.
- Supervise, train, and evaluate the performance of nursing staff and other healthcare professionals.
- Coordinate patient care services, manage admissions and discharges, and ensure efficient patient flow.
- Addressing and resolving any issues related to patient care or staff performance.

3. Lava International Pvt Ltd. Rourkela Odisha — Sep 2017 – Feb 2018.

Designation : Customer Consultant

- Responding to Inquiries: Promptly and professionally addressing customer
- Problem Resolution: Troubleshooting and resolving a wide range of customer issues.
- Providing Information and Guidance: Explaining mobile products, services, pricing plans, and company policies in clear, understandable terms to help customers make informed decisions.
- Handling Complaints: Managing dissatisfied customers with patience, empathy, and professionalism to de-escalate situations and find satisfactory solutions.

2. Oppo Mobile Pvt Ltd. Rourkela Odisha — Mar 2017 – Aug 2017.

Designation : Promoter

- Product Demonstration and Presentation: Actively demonstrating the features, functions, and capabilities of mobile phones, tablets, wearables, and accessories to potential customers in retail outlets or at events.

- Customer Engagement and Service: Serving as the initial point of contact, engaging customers in meaningful conversations, listening to their requirements, and helping them find the right device for their needs.
- Providing Information and Guidance: Explaining mobile products, services, pricing plans, and company policies in clear, understandable terms to help customers make informed decisions.

1. Fabsoft Technology Pvt Ltd. Rourkela Odisha — Nov 2016 – Feb 2017.

Designation : Process Executive

- Daily planning, notification & data management.
- Planning manpower resources
- Implementation of modification proposal. Communicate to the higher authority.

Education

BSc Biological Science (Botany, Zoology & Chemistry) – Vedvyas Mahavidyalaya Rourkela, Sambalpur University — Rourkela, Odisha — 2013 – 2016

Achieved a 58% Relevant coursework: chemistry, plant biology, and animal biology.

Higher Secondary 12th (CHSE board) – Rourkela Municipal College — Rourkela, Odisha — 2013

Secondary 10th (CBSE board) – Saraswati Vidya Mandir — Rourkela, Odisha — 2011

Skills

Strong leadership abilities, excellent communication skills, effective problem-solving, team management, detailed knowledge of healthcare policies, ability to manage multiple tasks under pressure all while ensuring high quality patient care and staff coordination. Plan, coordinate and carry out patient care operations. Address patient requests and needs in a professional manner. Respond to patient concerns timely and ensure patient satisfaction. Maintain patient medical records up-to-date. Obtain insurance information from patients, process patient billings, and collect payments. Collect and maintain patient health, demographic, insurance and financial information. Suggest process improvements to enhance patient services. Maintain patient records confidential and secure. Analyses workloads and skill requirements to meet patient care needs. Utilizes effective time management skills.

DECLARATION: -

I do hereby declare that all information above is true to the best of my knowledge and belief.

DATE :
PLACE :

SAHEEN ANJUM