

ANJALI GIRI

Bulandshahr, Uttar Pradesh, India

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PROFESSIONAL SUMMARY

Dedicated and result-oriented healthcare management professional with an MBA in Hospital & Healthcare Management and hands-on experience as a Manager at Dr. Bharti's Holistic Wellness (March – December). Proven ability in clinic operations, patient coordination, staff supervision, and administrative management. Skilled in optimizing healthcare workflows, improving patient satisfaction, and ensuring smooth day-to-day functioning of wellness and healthcare facilities. Passionate about contributing to quality-driven, patient-centric healthcare organizations.

CORE COMPETENCIES

- Hospital & Clinic Operations Management
- Patient Relationship & Care Coordination
- Staff Supervision & Team Leadership
- Healthcare Administration
- Appointment Scheduling & Front Desk Management
- Billing & Documentation (Basic)
- Quality Assurance & Process Improvement
- Medical Records Management
- Communication & Interpersonal Skills
- MS Office (Word, Excel, PowerPoint)

PROFESSIONAL EXPERIENCE

Manager

Dr. Bharti's Holistic Wellness

March – December

- Managed daily clinic operations including patient registration, appointment scheduling, and front-desk supervision.
- Coordinated between doctors, therapists, and support staff to ensure smooth patient flow and timely service delivery.
- Handled patient queries, feedback, and grievance redressal to improve patient satisfaction and retention.

- Maintained patient records, reports, and basic billing documentation with accuracy and confidentiality.
- Assisted in inventory management of medical and wellness supplies and ensured timely procurement.
- Supported marketing and outreach activities, including follow-ups with patients and promoting wellness programs.
- Ensured compliance with clinic policies, hygiene standards, and quality protocols.
- Prepared daily and monthly operational reports for management review.

EDUCATION

- MBA – Hospital & Healthcare Management
DY Patil University
Year of Completion: 2026
- Master's Degree
CCS University
Year of Completion: 2016
- Bachelor's Degree
CCS University
Year of Completion: 2014

SKILLS

- Healthcare Operations Management
- Patient Engagement & Communication
- Leadership & Team Coordination
- Time Management & Multitasking
- Problem Solving
- MS Word, MS Excel, MS PowerPoint