



SONAL PRIYADARSANI

WORKED AS DEPUTY MANAGER (OPERATIONS) AT MANIPAL HOSPITAL WHITEFIELD

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Summary

Results-driven professional with extensive experience in administration and operational management. Skilled in supervising daily operations, optimizing organizational processes, and ensuring smooth service delivery. Strong ability to address operational challenges promptly and effectively. Proficient in determining staffing requirements, managing work assignments, and preparing schedules for new projects. Highly experienced in enhancing patient experience and committed to continuous learning and professional growth.

Skills

- Budget Management
- Team Leadership
- Problem Solving
- Communication
- Operations Management
- Process Improvement
- Decision Making
- Interpersonal Skills
- Analytical Skills

Interest

Quality assurance
Patient experience Management
Process improvement
Customer Satisfaction

Education

Bharati Vidyapeeth College Of Pharmacy, University Of Mumbai

Bachelor of Pharmacy - Pharmacy, 70.36 %

Nov 2020

Mumbai, Maharashtra

- ◆ 1 month Industrial Training at "Zydus Cadila Healthcare Ltd.in year 2018- Learned about production and manufacturing of tablets and parenteral
- ◆ Formulation of Herbal Hair Cream (aloe Vera gel, castor oil, Vitamin E capsule using herbal ingredients - Research Project

- Formulation of isolated EMBELIN from Dried fruits of Embelia ribes, [Formulated anti-microbial cream from embelin] - Research Project

Symbiosis Institute Of Health Science Pune, Symbiosis International Deemed University

MBA - Hospital and Health Care, CGPA: 6.59

Apr 2022

Pune, Maharashtra

Symbiosis University of hospital and research Centre, March- April 2021

- ☐ To study and Analyse the waiting time of OBGYN OPD, - Research Project
- ☐ Dissertation: [REVIEW OF PEOPLE ON HOME REMEDIES TO PREVENT AND CURE COVID-19]

Experience

Manipal Health Enterprises Pvt Ltd

Deputy Manager Operations, Period – 20th June 2022- 3rd Jan 2026

BENGALURU, KARNATAKA

Health Checkup, Radiology and Emergency (Operations)

- Led a team of 05 (Five) members, fostering a culture of collaboration, accountability, and continuous improvement to meet service targets and deliver exceptional patient care.
- Monitored and ensured adherence to quality standards through detailed control reports and process reviews.
- Conducted employee performance evaluations, offering actionable feedback to support growth and performance improvements.
- Prepared robust weekly schedules to ensure optimal coverage and smooth floor operations.
- Resolved customer complaints efficiently fostering positive customer relationship
- A designed patient satisfaction surveys, leveraging insights to implement targeted strategies to improve overall patient experience.
- Developed test plans, protocols, checklists, and acceptance criteria for effective operations.
- Conducted comprehensive analysis of revenue and expense trends, using insights for informed financial planning and operational adjustments.
- Evaluated existing practices and implemented systematic improvements addressing complex operational challenged to drive efficient and service quality.
- Devised and pitched strategies to senior management on cost saving measures and process optimization.

In-Patient Operations

- Managed daily operations of inpatient departments, optimizing bed utilization, admissions, discharges, and patient flow for seamless service delivery.
- Supervised and coordinated 05 (Five) member team consisting of healthcare professionals, including nurses, support staff, and allied health workers, ensuring alignment with organizational standards.
- Addressed patient complaints and concerns, consistently ensuring high patient satisfaction and quality care.
- Developed and executed strategies like issuance of Radiology report immediately .
- Analyzed operational data to identify trends, enabling data driven decisions that improved service delivery and resource allocation.
- Improved patient experience by addressing feedback and implementing targeted service improvements.

Extra Curricular

Department of Lifelong Learning and Extensions July 2018

Voluntarily working with "DLLE" and participate in its various campaigns like career guidance, blood donation camps, etc.

Blood Donation Camp in January 2018

Donated blood and also supervised blood donation campaign conducted.

Tamso Ma Jyotirgamaya- Walk for Eye

An eye donation campaign conducted by Vijaya Gupta Foundation to fight blindness in January 2017

Hetero Hepathon-Walk for Liver

A campaign held by Hetero Healthcare Ltd in August 2016

Tamso Ma Jyotirgamaya-Walk for Eye

A eye donation campaign conducted by Vijaya Gupta Foundation to fight blindness in January 2016

Blood Donation Camp

Donated blood at blood donation campaign conducted by Navi Mumbai Blood Bank in January 2016

Nationwide Interactive Maths Olympiad

Participated in Maths Olympiad and secured a national rank of 1667 in December 2008.

Participated in Spell Check competition held by GAIL DAV Public School at bagged 1st Position in April 2010.

Cambridge Young Learners English Test

Participated YLE in Flyers conducted by University of Cambridge under ESOL examinations and secured 12/15.

Hobbies

Singing ,Cooking,Crafting

Language

English

Hindi

Accomplishments

Led a team of 05 (Five) members, fostering a culture of collaboration, accountability, and continuous improvement to meet service targets and deliver exceptional patient care.

Conducted employee performance evaluations, offering actionable feedback to support growth and performance improvements.

A designed patient satisfaction surveys, leveraging insights to implement targeted strategies to improve overall patient experience.

Developed test plans, protocols, checklists, and acceptance criteria for effective operations.

Evaluated existing practices and implemented systematic improvements addressing complex operational challenges to drive efficient and service quality.

Developed and executed strategies like issuance of Radiology report immediately .

Analyzed operational data to identify trends, enabling data driven decisions that improved service delivery and resource allocation.

Improved patient experience by addressing feedback and implementing targeted service improvements.

Certifications

Hospital Management Certificate issued by MSME Technology Development Centre , Meerut on 5th March 2023.

Pharmacist's Registration Certificate Issued by M P State Pharmacy Council on 29.08.2022 and Valid up to 31.12.2026

References

Pradeep Bankhede Mobile No. 8449712203

Anurag Tiwari Mobile No. 8218079692