

Curriculum-Vitae

Atul Kumar

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Career Objective: To pursue a career in organization on a responsible position which would enhance my skills and give prospect to grow with knowledge and contribute toward success of the organization

Academic Qualification:

- Passed Xth from C.B.S.E., New Delhi, Air Force Sr. Sec. School. 1999.
- Passed XIIth from C.B.S.E., New Delhi, Air Force Sr. Sec. School. 2001
- Graduation (**B.A.Vocational- Book Publishing**) from Delhi University through college of Vocational Studies, 2004 - 2008.
- **Post-Graduation** in **Book publishing** through College of Vocational Studies, 2009 – 2012

Additional Qualification:

- I had completed **Diploma** in **German Language (G3)** from **Max Mueller Bhavan**. 2003- 2004
- I have completed **Office Assistance Course** from **Bhartiyya Vidhya Bhavan, 2003**
- I also have a **Certificate** in **German Language** from **Bhartiyya Vidhya Bhavan, 2003**

Work Experience:

- Presently working with **Shree Narayan Medical Institute & Hospital** as an **Sr. Manager – Administration & (OPD) Patient Care Services** at **Saharsa (Bihar)**.

Job Profile: Maintain efficient room schedules at each of the Outpatient centers and working with SNMIH consultants to ensure maximum utilization of the hospital. Lead and manage the patient experience, from a non-clinical perspective, at all SNMIH Outpatient locations. Responsible key contact for all consultants practicing within SNMIH and actively assist them with any requirements. Manage the Front of House team and be responsible for communication with those team members (1-1's, team meetings, appraisals) and ensuring sufficient staffing to meet required demands. Work closely with the quality team to ensure all SNMIH Outpatient sites meet the CQC (Care Quality Commission) criteria for Outstanding in each of the 5 KLOE's (Key Lines of Enquiry). Monitor the overall Hospital (800 Bedded) and oversee various administrative and operational functions, including strategic planning, vendor management, and possibly marketing. Key responsibilities include developing purchasing strategies, managing vendors, and negotiating deals to control expenses with patient care services. The role may also involve overseeing hospital and emergency care operations, leading the development of promotional materials, and coordinating marketing campaigns for admissions & manage our Admin team then report to **MD/Chairman with Trustee**.

- Manage the impressions of all clients by ensuring that all tasks are performed to highest standards.
- Evaluate levels of client and consultant satisfaction and monitor trends, with a focus on continuous improvement
- Develop departmental standards, policies and strategies to improve service. Implement these standards and ensure they are adhered to by all members of the Front of House team.
- Deal with client and consultant requests in an efficient and professional manner and respond to consultant requests in a positive manner at all times.
- Oversee the front of house to ensure that clients are greeted, checked in/out and escorted throughout the clinic efficiently, courteously and professionally by all team members.
- Ensure all self-pay payments are taken by the front of house team at the time of appointment and there is complete transparency of charges for all appointments.
- Ensure SCORES questionnaires are completed by all patients attending the clinic.
- Report any building issues to FM and ensure they are addressed & rectified quickly.

Core responsibilities

- **Strategic planning:** Develop and implement administrative strategies to enhance efficiency and growth.
- **Purchasing and vendor management:** Create purchasing strategies, negotiate with vendors, and manage vendor relationships to control costs.
- **Financial management:** Manage budgets, work with revenue cycle management, and focus on profitability enhancement.
- **Marketing and admissions:** Work with faculty to create promotional materials and lead online/offline marketing campaigns for admissions.
- **Operations:** Oversee hospital and administrative operations, including emergency care.
- **Leadership and training:** Manage personnel and coordinate cross-functional teams.
- **Risk management:** Forecast market trends and mitigate risks associated with administrative operations.
- **Patient care:** providing direct patient care, assisting with medical procedures, and managing patient health across different departments like general medicine, emergency medicine, and the ICU

- I worked with **S.L Minda Memorial Hospital** as a **Head of Operations with Business Head** at **Bagla**(Hisar), Haryana.

Job Profile: Monitor the overall Hospital (100 Bedded) and manage the management with SOP, with all the Administrations work related to all legal Tracker pending work & liaisoning with govt. depts. As well weekly visit to all the local PHC's/ CHC's Centre to maintain relation with our hospital business development also keep monitoring for all staff include IT, nursing, security, all admin staff, front office, pharmacy, purchase, housekeeping and get the daily performance report by their HOD's and keep regular meeting with all the HODs and give timely training to perform better in the work station, make random visits in the floor also make relation between the corporate and hospital management, liaisoning with BMW, Trade, Hospital Renewal, keep eye of all operations & admin work with manage our Admin team then report to **COO/CEO**.

Even Diagnostics Management and advise new ideas for uplift and development for the Diagnostics Chain and footfall also we have outsourced Dialysis as well as Physiotherapy/ e Next-ICU / ER Telemedicine with special take care of these depts. and provide human resources and monitoring all patient remotely.

Digital marketing / Branding / Promotions and camping organize with our local surrounding/locations to be done on daily basis and get the report by our team.

- I worked with **Popular Medicare Limited.** as a **Hospital Administrator with Diagnostics & Corporate** at Mirjapur, Uttar Pradesh.

Job Profile: Monitor the overall Hospital (70 Bedded) and manage the management with SOP, Roster the duties of all staff include nursing, security, all admin staff, front office, pharmacy, purchase, housekeeping and keep regular meeting with all the HODs and give timely training to perform better in the work station, make random visits in the floor also make relation between the corporate and hospital management, liaisoning with BMW, Trade, Hospital Renewal, Help to get NABH and all operation with Administration work Managing, Reporting to Direct Chairman.

Even Diagnostics Management and advise new ideas for uplift and development for the Diagnostics Chain and footfall too.

- I worked with **Baby Joy Fertility & IVF** as a **Sr. Operations & Quality Control Manager** at Rajouri Garden, New Delhi.

Job Profile: Monitor Head Office with our (5 Centers) related to all admin as well as operations work and under my supervision Quality, Purchase-Procurement, Housekeeping, IT, Front Office, Inventory, Admin, Security comes in my hand with the support of my manager as well as Executive Assistant and I am direct reporting to Director's.

All the bill and Work should be done by my recommendation as well as Delegated task I will give them as per the operations requirement with SOP etc.

- I worked with **Desh Clinic** as a **Franchise Success Manager** at Rohini, New Delhi.

Job Profile: Monitor the all Clinics(143 Clinic) in PAN India, Onboarding the New Franchise, Helping them in understanding our core values, processes, systems on regular basis, working with channel Partners, Pushing Franchise for regular targets, Bringing their regular issues in founder notice, arranging regular meetings, helping them in patients managements, conduct regular basic training, visit Franchise Clinic regular basis and Audit the process how they run the process and franchise smoothly and understand our corporate team manage contact between patient(franchise) and Desh Clinic, vendor management, Managing Corporate Camps, plan, and delegate manpower/materials for camps.

- Additional Key Responsibilities:
- Planning and coordinating administrative procedures and systems and devising ways to streamline processes
- Lead, oversee and direct the staff responsible for administrative services
- Manage overall administrative activities Pan India (for Multiple Locations)
- Collaborate with management to identify and deliver the required administrative support operations for the organization
- Serve as the liaison between administrative personnel and senior management when it comes to administrative issues
- Managing the Travel desk for domestic and international travel requests
- Assessing admin staff performance and provide coaching and guidance to ensure maximum efficiency
- Ensure the organizations compliance with applicable health, building, fire and safety licensing and certification requirements.
- Monitor inventory of office supplies, furniture, equipment, etc. and the purchasing of new material with attention to budgetary constraints.
- Monitor costs and expenses to assist in budget preparation
- Manage administrative work such as mailing, file maintenance, record-keeping, MIS
- Optimum utilization of workstations as per available and planned work force
- Arrange and coordinate corporate events/programs
- Maintaining confidentiality of sensitive information

- I worked with **Sunand Hospital & IVF Centre Pvt Ltd** as a **Manager** at Nawada, New Delhi.

Job Profile: Monitor the hospital operationally, plan and delegate manpower/materials for camps in the city in coordination with respective marketing, statutory compliance like obtaining/renewal of pharmacy license, fire license, clinical establishment license, BMW license, S & e license(labour license), FSSAI license, DPCC license, Trade license and other licenses whichever applicable for the Centre, resolve queries, handling issues, ensuring timely delivery and smooth functioning of the entire hospital, solve critical issues at the branch level and escalate issues based to the concern department, **Report to the Director**, roster maintaining.

- I worked with **Dr. Mohan`s Diabetes Specialties Centre** as a **Centre Head** at Kirti Nagar, New Delhi. (Sep 2019 to Jan 2020)

Job Profile: overall business development of the center, monitor the Centre operationally, get required support from marketing dept., plan and delegate manpower/materials for camps in the city in coordination with respective marketing/ corporate sales, statutory compliance like obtaining/renewal of pharmacy license, fire license, clinical establishment license, BMW license, S & e license(labour license), FSSAI license, Trade license and other licenses whichever applicable for the Centre, crisis management at branches, resolve queries, handling issues, ensuring timely delivery and smooth functioning of the entire ??Centre, solve critical issues at the

branch level and escalate issues based on the respective HODs at HO, Report to the Cluster Head and AVP- Operations, roster maintain, petty cash handling, and increase footfalls and sales of the Centre.

- I worked with **3 H Healthcare Pvt. Ltd.** As a **Camp Coordinator** at Rohini, New Delhi. (June 2019 to sep2019)

Job Profile: Organized Camp in corporate & MNC's sectors, park activities, schools, institutions, slums areas and daily sheet maintaining to submit to MD/Head, Admin work with file and data maintaining too.

- I worked with **Total Diagnostics Care** as **Wellness In charge** at Moti Nagar, New Delhi. (May 2017 to dec2018)

Job Profile: Roster maintain for all staff, Query Handling related to patient over the phone by mails and face to face too, Coordination Transport Management, Purchase Management, Taking care of all Admin Work, Billing, Coordination with All Companies with Tie-ups and Health related issues, Take initiate absence of our Senior Management, All Companies Data Maintain & our All staffs records Maintain too, Daily Performance report.

- I worked with **SRL (Diagnostics) LIMITED**, as **Customer Care Officer**, NOIDA. (aug 2015 to mar 2017)

Job Profile: Billing, Query Handling related to patient over the phone by mails and face to face too, and any given by HOD need to be update, Roster Maintaining, Taking care of all Admin work as per HOD, Data Maintain and need to be update and sent it to **CMO** (Chief Medical Officer) on Daily Basis.

- I had worked with **Fortis. FLT.LT.RAJAN DHALL HOSPITAL** for one year, as **Front Office Assistant.** (apr 2011 to apr 2012)

Job Profile: IPD Billing, OPD Billing, International Department Handling(German Clients), TPA, Bed Management, Wellness also.

Hobbies:

- Cooking and Playing Chess.

Personal Profile:

Father's Name: Kapil Dev Paswan

Date of Birth: 3rd, Nov 1982

Gender: Male

Marital Status: Married

Language Known: Hindi, English & German

Date:

Place: New Delhi

(Signature)