

# KISHWAR JAHAN

## GENERAL MANAGER – HEALTHCARE OPERATIONS

Healthcare Administration | Hospital Operations | Ayushman Bharat Expert



Healthcare Leader  
People Manager  
Change Maker



### PROFESSIONAL SUMMARY

Dynamic and result-oriented Healthcare Management Professional with 10+ years of experience in hospital administration, operations, and strategy implementation. Proven expertise in managing multi-specialty hospitals, streamlining processes, improving patient satisfaction, and leading teams to deliver quality healthcare.

Extensive experience in Ayushman Bharat Scheme implementation and compliance since 2018. Passionate about operational excellence, patient-centric care, and organizational growth.



### PROFESSIONAL EXPERIENCE

MAY 2026 –  
PRESENT

#### GENERAL MANAGER

SAKEENA HOSPITAL, Umri Kalan, Moradabad



10+ Bed  
Multi-specialty Hospital

- Overseeing overall hospital operations, administration, and strategic planning.
- Managing 10+ bed multi-specialty hospital.
- Leading teams and improving patient experience.
- Handling Ayushman Bharat Scheme, insurance tie-ups, and government compliance.
- Driving marketing, community engagement, and business development initiatives.

2020 –  
30 APRIL 2026

#### GENERAL MANAGER

AHM HOSPITAL & MEDICAL COLLEGE, Moradabad



100+ Bed  
Multi-specialty Hospital

- Managed daily hospital operations, patient services, HR, finance, and administration.
- Implemented policies and SOPs for smooth functioning and regulatory compliance.
- Coordinated with medical teams to ensure quality care.
- Handled budgeting, vendor management, and performance reporting.

*Managing 100+ bed multi-specialty hospital.*

SINCE 2018 –  
PRESENT

#### AYUSHMAN BHARAT SCHEME EXPERIENCE



Ayushman  
Bharat

- Handling Ayushman Bharat Scheme operations, empanelment, and patient admissions.
- Experienced in Ayushman Portal, pre-authorization, claims, and settlements.
- Ensuring adherence to NHA guidelines and coordination with TPA & NHA.



*Driven by Purpose,  
Committed to Care.*

### CONTACT

- +91 63975 28886
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- Qazi pada Bijnor,  
Uttar Pradesh, India

### CORE COMPETENCIES

- Hospital Administration
- Operations Management
- Ayushman Bharat Scheme
- Team Leadership & Development
- Patient Relations & Services
- Quality Assurance & NABH Standards
- Billing, Insurance & TPA Management
- Policy Implementation
- Strategic Planning & Reporting

### LANGUAGES

- English
- Hindi



### KEY ACHIEVEMENTS



Successfully Managed  
100+ Bed Multi-Specialty  
Hospital



Led Ayushman Bharat  
Operations Since 2018



Improved Operational  
Efficiency & Patient  
Satisfaction



Strengthened Team  
Performance &  
Healthcare Quality



Successfully Managed  
Government Schemes  
& Compliance



Streamlined Hospital  
Administration &  
Reporting



### EDUCATION

- M.Sc. HUMAN DEVELOPMENT**  
MJP Rohilkhand University (MJPRU), Bareilly  
Year of Passing: 2026
- B.Sc. HOME SCIENCE**  
MJP Rohilkhand University (MJPRU), Bareilly  
Year of Passing: 2022
- INTERMEDIATE (12TH)**  
U.P. Board  
Year of Passing: 2018



### CERTIFICATIONS

- Hospital Management Certification
- Ayushman Bharat Scheme
- Quality Management in Healthcare
- Infection Control & Patient Safety



### PROFESSIONAL SKILLS

- Hospital Operations & Administration
- Human Resource Management
- Ayushman Bharat & Government Schemes
- Patient Care Services Management
- Financial Planning & Budgeting
- Insurance & TPA Management
- Vendor & Supply Chain Management
- Documentation & Reporting
- Leadership & Team Building



### TOOLS & SYSTEMS

- Ayushman Bharat Portal
- TMS Provider
- MS Office (Excel, Word, PowerPoint)
- Hospital Management Systems



### AWARDS & RECOGNITION

- Recognized for excellence in hospital operations and patient service.
- Appreciation for successful implementation of Ayushman Bharat Scheme.
- Commended for team leadership and quality improvement initiatives.



### PERSONAL DETAILS

Gender : Female  
Marital Status : Married  
Nationality : Indian  
Religion : Islam  
Current Location : Moradabad, U.P., India



Date.....



Place.....

*Signature*