

Anurag Gupta

Address: Sevenhills Hospital Staff Quarter
Type-02, Flat-2006
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Objective:

An extremely motivated person with 09 years of experience in Healthcare Industry. My goal is to become associated with a Hospital where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

Educational Qualification:

Degree	University/Board	Institution	Passing Year
Master in Hospital Administration	Bharathiar University-Coimbatore-India	Bharathiar University-Coimbatore-India	Pursuing (2017-2019)
Post Graduate Diploma in Hospital Administration	Tata Institute of Social Science-Mumbai-India	Tata Institute of Social Science-Mumbai-India	2013
Bachelor in Hospital Management	WBUT-Kolkata-India	NSHM Business School-Durgapur-West Bengal	2008
Intermediate Commerce	BIEC-Patana-India	J.J.College	2005
Matriculation	BSEB-Patana-India	Dehri High School,Dehri-On Sone	2003

Total work experience: 09 years

Presently working:

Designation : **Assistant Manager Operations**

Organization: **Sevenhills Hospital-Mumbai** (1500 Bedded Hospital Accredited By JCI, NABH, NABL, AHA)

Duration : **28th Dec 2015 to till date**

Responsibilities:

- Taking care of entire In-Patient Services.
- Day to day meeting with patient's relatives.
- By using Hospital Management information system generating reports and statistics for internal and external use.
- Handling queries of patients and corporate clients.
- Patient feedback analysis.
- Outstanding bills follow up.
- Night Duty Perform as Manager on Duty (MOD).
- Handling a group of 18 members.
- Implemented new forms & formats for smooth functioning of dept.

Past exposures:

A) Designation : **Manager-Operations**

Organization: CarePoint Hospital, Uran, Navi Mumbai

Duration : 15th June 2015 to 23rd Dec 2015 (**Total-6 Months**)

Responsibilities:

- Taking care or entire support services of hospital.
- Hospital Operations planning & implementation.
- Co-ordination with the Hospital projects team.
- Co-ordination with the MEP (Maintenance, Electrical, Plumbing)
- Layout Plan for Medical Gas Pipeline.
- Involved in developing SOPs & Systems.
- Reporting template made for operations
- Set up of different departments in hospital i.e. Kitchen, Maintenance, MRD, Laundry, Casualty etc.
- Handling print media, mass sms, website

B) Designation : **Assistant Manager-Operations**

Organization: ILS Hospitals (Unit of GPT Healthcare Pvt. Ltd.) Agartala-Tripura

Duration : 03rd Feb 2014 to 11th June 2015 (**Total-1.4yrs.**)

Responsibilities:

- Managing overall operations of OPD.
- Making statistical report of OPD.
- Making OPD Weekly/Monthly report.
- Handling a group of 24 staffs.
- Handling corporate clients & Vip's.
- Handling queries of patients and corporate clients.
- Scheduling & coordinating for peripheral OPDs/ Medical Camp.

C) Designation : **Assistant Manager-Operations**

Organization: PKC Hospital & Medical Research Centre- Vashi, Navi Mumbai

Duration : 31st Jan2011 to 20th Jan2014 Date (**Total-3yrs.**)

Responsibilities:

- Hospital Data Management.
- Bio Medical Equipment Technical & Financial Specification done for existing and upcoming (about purchase) equipment.
- Hospital Diagnostics & Restructuring.
- Set up of new constructed ICU.
- Involve in up gradation of fire fighting system.
- Take care comfort level of patients and attendant.
- Event organized (Medical Camps, CME, Trust Annual General Meeting. etc)
- Providing administrative support to the RMOs, Nurses, Housekeeping, cafeteria, operations.
- Liaising Statutory and Regulatory work.
- Involved in HIS implementation.

D) Designation: **Acting In charge-Internal Audit/ Operations**
Organization: Image Hospitals Group- Hyderabad
Duration : 13th August 2009 to 20th Jan 2011(**Total-1.5yrs.**)

Responsibilities:

- Verification of IPD final bills before discharge.
- Stock Verification of all departments.
- Employee's attendance and leaves verification.
- Pharmacy stock verification.
- General store and central store stock verification.
- Consumables stocks verifications in wards.
- Marketing bills verification.

E) Designation :**Management Trainee-Administration**
Organization : **Global Hospitals Group- Hyderabad**
Duration : 1st July 2008 to 9th July 2009 (**Total-1Yr.**)

Responsibilities:

- Waiting time analysis in sample collection.
- Co-ordination with central processing lab to get the report on time.
- Worked as a coordinator in General ward and sample collection.
- Co-ordination with various departments in General ward.

Internship:

A) Venue : **Indraprastha Apollo Hospital, New Delhi**
Topic : Quality Services, Assistant in implementation of JCI
Duration : 2 Months (1st July 2007 to 31st August 2007)

B) Venue : **Topiwala National Medical College & Nair Ch. Hospital, Mumbai**
Topic : Casualty, Dialysis, Maintenance, Radiology
Duration : 1 Month (26th Nov 2012 to 29th Dec 2012)

c) Venue : **Fortis Healthcare Ltd. Mulund, Mumbai**
Topic : Quality gap in signage system / Planning of Signage system
Duration : 1 Month (1st April 2013 to 30st April 2013)

Projects /research undertaken:

- Employee voice survey.
- Cancer awareness Camp.
- Employee Satisfaction.

Technical Skill:

- Hardware/software troubleshooting
- Computer literacy
- Proficiency in MS-office
- Internet surfing

Language proficiency:

- Hindi
- English

Hobby:

- Still Photography

Personal dossier:

- Date of Birth : 25-12-1987
- Sex : Male
- Father's Name : Late Arun Kumar Gupta
- Mother's Name : Mrs. Saroj Lata Gupta
- Nationality : Indian
- Marital Status : Single
- Religion : Hindu
- Passport : N5905236

Date: 22nd August, 2017

Place: Mumbai

(Anurag Gupta)