

PERSONAL INFORMATION

✉ Email
ranishasharma29@gmail.com

📞 Mobile
(+91) 9755539362

📅 Total work experience
3 Years 3 Months

KEY SKILLS

SOP

Root Cause Analysis

Audit Compliance

Customer Support

ERP

Hmis

EMR

MS Office

Content Management

Communication Skills

Customer Service

Process Optimization

Budget Management

Quality Improvement

Social Media

Team Leadership

MIS

OTHER PERSONAL DETAILS

City Mumbai

Country INDIA

LANGUAGES

- English

Ranisha sharma

Operations Manager

PROFILE SUMMARY

Experienced healthcare management leader in strategic planning, team leadership, and budget management. And also having experience in Content Moderator with strong analytical skills and a keen eye for maintaining high quality content.

EDUCATION

2024 Masters of Hospital Administration
Devi Ahilya Vishwa Vidhyalaya (DAVV), Indore

WORK EXPERIENCE

Jan 2024 - Present

Operations Manager

Infigo LifeScience Hospitals

- Oversee daily hospital operations.
- Manage P&L and maximize patient satisfaction.
- Liaise with external stakeholders and represent the hospital.
- Develop and execute business strategies.
- Create analysis dashboards to track progress.
- Collaborate with the clinical team to achieve quality and clinical goals.

Nov 2022 - Dec 2023

Quality Analyst

TaskUs

- Audit content moderation for policy compliance.
- Analyze metrics and provide performance feedback.
- Create and deliver training on content policies and best practices.
- Identify and implement process improvements.

Oct 2020 - Nov 2022

Team mate

TaskUs

- Worked for the chime process which is an American financial technology.
- Key role is to onboard merchant, checking their transactions and configuration of their services.
- Identify customer's problem and providing spontaneous resolut.

- Hindi
- Marathi

INTERNSHIP

30 Days

Operation

Care Hospital

- Managed patient flow to ensure efficient and timely care delivery.
- Optimized resource allocation to enhance operational efficiency.
- Gained hands-on experience in streamlining processes to improve overall workflow.

45 Days

Operation

Medanta

- Oversee daily operations for inpatient and outpatient care.
- Manage patient flow and resource use.
- Enhance patient satisfaction and resolve issues.
- Collaborate with staff to ensure high-quality care.
- Ensure COVID-19 protocol compliance. Coordinate care and manage COVID-19 resources.
- Address surges and emergencies efficiently.