**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 -**



**PERSONAL INFORMATION**

**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**

**Country**

Mumbai

INDIA

**LANGUAGES**

English



**Present**

**Nov 2022 - Dec 2023**

**Oct 2020 - Nov 2022**

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.

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.

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.

## INTERNSHIP

Hindi

Marathi

**30 Days**

**45 Days**

Operation

# Care Hospital



Managed patient flow to ensure efficient and timely care delivery.

ptimized resource allocation to enhance operational efficiency.

Gained hands-on experience in streamlining processes to improve overall workflow.

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.