

DILIP ANANTHARAMAN

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PROFESSIONAL PROFILE

A dedicated and results-driven individual worked with a highly successful background in the achievement of profitable business growth through the creation and execution of successful sales and marketing strategies. Experience in working with leading brands in the competitive customer driven service industries with the primary focus on exceeding expectations for customer service delivery while ensuring optimum brand impact. Possesses excellent interpersonal, communication and negotiation skills and the ability to develop and maintain mutually beneficial internal and external relationships. Enjoys being part of, as well as managing, motivating and training, a successful and productive team, and thrives in highly pressurised and challenging working environments.

CAREER SUMMARY

MAR 2013 TILL DATE CBCC (COMPREHENSIVE BLOOD & CANCER CENTERS USA) POSITION-ADMINISTRATOR

LEADERSHIP AND MANAGEMENT

- To lead the Clinical and Management Team, reporting to the CEO
- To ensure the delivery of high quality clinical services in line with the corporate Strategic Plan and key service objectives.
- To establish sound financial and performance management arrangements.
- Working with the Radiation Oncologist, Physicist and Radiotherapy Technologist to ensure that the center has in place robust governance and assurance processes including the delivery of key quality and patient safety standards.
- In conjunction with the Clinical team and higher management ensure that systems are in place for the management of risk, including clinical risk.
- Ensure that all policies and procedures are systematically reviewed.
- In conjunction with the Team, establish business continuity plans in collaboration with the Higher Management.

STAFF MANAGEMENT AND ORGANIZATIONAL DEVELOPMENT

- Accountable for all medical and non-medical staff in the center in accordance with the Human Resource policies and procedures and employment law which includes recruitment and selection, performance management including appraisal and development planning, dealing with discipline and grievance issues.
- Develop clear short and medium term workforce plans to ensure appropriate delivery of service plans.
- Establish a transparent and open communication strategy which allows for both a 'bottom- up' and 'top-down' information flow within the center and out with.
- Create a supportive organizational culture across the Division in which people feel empowered and committed to high standards of care within the context of center's management culture.
- Develop a culture within the center that encourages innovation, supported by education and development opportunities to gain further knowledge and new skills for the benefit of both the individual and the organization.

DELIVERY AND PERFORMANCE

- Report to the CEO about the overall performance of the Center. Prepare performance reports for the higher Management as required.
- Responsible for the financial performance of the center. Ensure clinical services are delivered in line with commissioned activity and planned income, maintaining control of expenditure, improving value for money and ensuring continued service development.
- Introduce systems to ensure the collection, analysis and benchmarking of data to ensure continuous service improvement and the delivery of quality and safe patient care.

COMMUNICATIONS AND WORKING RELATIONSHIPS

- Ensure excellent communication and working relationships are developed and maintained within the Center.
- Developing and maintaining as appropriate and effective working relationship with Executive and Non-Executive members of the Management
- Ensure collaborative working relationships are established and maintained with referral doctors and Health partners.
- Develop external relationships with appropriate local networks.

ACHIEVEMENTS

- Implementing protocols and procedures to streamline operations.
- Implemented strategies to increase market growth and sales by 25% compared to previous year.

2009- 2012 SELDOC(SOUTH EAST LONDON DOCTORS COOPERATIVE) POSITION - SUPERVISOR/CALL HANDLER

- Answer and handle appropriately all incoming telephone calls in a sensitive and professional manner
- Ensure all calls dealt with promptly, prioritising urgent calls and recording them onto the Adastra system and passing on accurate timely messages
- Understand the importance of NQR Targets and ensure where possible these are met
- Receive all patients (when applicable) who attend SELDOC Centres in a courteous and professional manner
- Ensure there is minimal duplication of patients' information by following the correct processes and appropriate record amalgamation
- Adhere to the requirements of summary care records, end of life care and special notes handling systems
- Carry out general office administrative as requested by the supervisor or management staff to help ensure the smooth running of the offices and consulting rooms
- Supervise the smooth running of a shift, working with the duty doctors and staff, recording their attendance, allocating monitors, rooms, checking and resetting their log-ins, if required
- Support the staff in answering and handling of incoming telephone calls ensuring this is approached in a sensitive and professional manner

- Ensure all calls are dealt with promptly, prioritising urgent calls and recording them onto the Adastra system and
- passing on accurate timely messages, when required
- Organise the prescriptions service, providing medication for dispensing as requested by medical staff and ensuring
- effective communication with patients and pharmacies
- Ensure the safe handling and adequate recording of all medicines, including controlled drugs, in line with the policy
- Ensure that clinical rooms are checked regularly for supplies and equipment and patient safety
- Adhere to the requirements of summary care records, end of life care and special notes handling systems
- Undertake supervision of staff and doctors on the shift and allocation of duties
- Complete all shift records, for handover, including timesheets, performance issues, breaches (with reasons for Breach) and incident forms, as appropriate
- Ensure all relevant patient information is passed to the GP practice in a timely manner

ACHIEVEMENTS

- Promoted to the position of supervisor within one year of joining.
- Reaching desired targets as designed by organisation as a supervisor.

2004- 2009 APOLLO HOSPITAL INTERNATIONAL LTD. POSITION- ASSISTANT MANAGER OPERATION

ADDITIONAL CHARGE HOSPITAL ADMINISTRATOR APOLLO MUNDRA SEZ HEALTH CENTRE

- Demonstrate judgment and self-sufficiency in effective problem solving while serving as the administrative and operational resource for the hospital.
- Standard Intervene in situations involving patients, visitors, hospital staff and other external customers.
- Coordinate operations and personnel activities to meet CSU/Departmental, Hospital and Health System objectives related to the provision of services within designated areas.
- Maintain interface with departmental personnel to ensure there is adequate space and facilities for patient care and coordination of facilities.
- Oversee patient care flow while redirecting and allocating resources.
- Determine necessary space, equipment, supplies and support systems to ensure effective functioning of unit/department.
- Investigate patient/visitor concerns and implements appropriate courses of action.
- Take corrective action in situations requiring immediate intervention, including interpretation and administration of hospital policy and work rules.
- Intervene and problem solves for inter-/intra-departmental issues. Facilitate interdepartmental communication, negotiation and decision-making.
- Obtain adequate facts and evaluates data to identify and intervene in actual and/or potential safety and risk management issues.
- Communicate pertinent information (verbal and/or electronic) in a timely manner to hospital administration and department leadership.
- Document pertinent information, actions and decisions and communicates to appropriate leadership.
- Communicate issues identified by front line staff to appropriate administrative team related to new administrative or departmental initiatives.
- Support clinical, operational and facility services throughout the entire Hospital on a 24-hour basis.
- Standard Collaborate with clinical and support staff to foster delivery of quality care Coordinate triage activities, as needed, through communication with the Emergency Department, Bed Control and Chief Medical Officer
- Assist staff in identifying clinical experts for specific patient population concerns.

- Assist Patient Access Services in coordinating patient placement.
- Maintain visibility with hospital staff through rounds.
- Assist in evaluating and reassigning staff during crisis situations.
- Coach staff in problem solving, effective communication strategies, conflict resolution and career path opportunities.
- Provide on-site management/leadership of crisis situations to prevent or minimize disruption of services.
- Standard Optimize resources to maintain facility operations, monitor emergency action procedures and coordinate activities related to patient/staff evacuation as needed.

ACHIEVEMENTS

- Professional experience in Front Office, Patient Services, Cathlab management, Operation Theatre Management, Medical tourism and international Marketing.
- Improvement of Customer Feedback system for better CRM (Customer Relationship Management) in hospital.

1995 - 2004 ZYDUS TRAVELEASE PVT LTD POSITION - BRANCH MANAGER - TRAVEL DIVISION

- promoting and marketing the business, sometimes to new and 'niche' markets;
- managing budgets and maintaining statistical/financial records;
- Selling travel products and tour packages;
- Sourcing products and destinations to meet consumer demands for bespoke travel and sustainable tourism;
- Taking part in familiarization visits to new destinations in order to gain information on issues and amenities of interest to consumers;
- Liaising with travel partners, including airlines and hotels, to manage bookings and schedules, often one year in advance;
- Dealing with customer enquiries and aiming to meet their expectations;
- Overseeing the smooth, efficient running of the business.
- Constantly motivating the sales team to hit their targets and thus ensure the profitability of the company;
- Meeting regularly with team leaders to give them sales figures and plan how they approach their work;
- Meeting company directors who advise on strategy and finding out about any local issues and future trends;
- Overseeing the recruitment, selection and retention of staff as well as payroll matters and staff training;
- Organising incentives, bonus schemes and competitions;
- Communicating with sales consultants and providing encouragement, help and advice;
- Dealing with disciplinary matters and customer complaints.

ACHIEVEMENTS

- Independent Management of travel division at Gandhinagar.
- Development of strong market for Zydus Travel n Ease despite stiff competition with high profile clientele base.
- Individually developing and managing sales of 20 lakhs.
- Developing relations with airline officials.

EDUCATION AND QUALIFICATIONS

- Postgraduate in Management Studies (DMS) from South Thames College, Wandsworth, London 2010

- Diploma in Sales @ Ahmedabad Management Association (AMS) in Sep. - 1999
- Higher Secondary School - 12th Commerce @ GSE Board, Gujarat in March - 1992
- Secondary School Certificate - 10th @ CBSE Board, Chennai in March 1990

PROFESSIONAL DEVELOPMENT

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| ➤ Management Development Programme | ➤ Effective Man Management |
| ➤ Marketing Management | ➤ Appraisal Training |
| ➤ Presentation Skills | ➤ Team Building |
| ➤ Finance for Non-financial Managers | ➤ Creativity Training |

IT SKILLS

- Word, Excel, Access, PowerPoint, Internet and Email

HOBBIES

Health	Excellent; non-smoker
Interests	Cricket, Sports, Reading, Movies and Cuisine

References

Dr. Alexander Kuruvilla
Healthcare Consultant (Ex CEO Apollo Hospitals)
Contact 09972312000