

Dr. Swati Singh

Manager- Practo

A Dynamic, detail-oriented Professional having **4.5 years of experience** in **Administration/Operations/Corporate Governance** targeting challenging assignments in **Project Management** with an organization of high repute preferably in **Ahmedabad/Metro cities**

Executive Profile

- A professional having rich experience in providing expert advice, counsel, and recommendations on PMO matters, to influence organizational decisions and initiatives
- Identified scope, schedules as per the objectives, and monitored budgets and financial information to provide business solutions
- Fostering collaborative and mutually supportive relationships with project leaders and senior stakeholders, assessing cross-functional project team capability, providing coaching, training, and support to enhance the organization's project/program management capability, and improve collaborative development
- Evaluated hospitals & clinic owners rental contracts, and renegotiated with 14 vendors to save 86 Lakhs at Practo in 2022
- Improved sales by 14% on a MoM basis at Practo
- Exceptional leadership, communication, time management, negotiating, team management, and critical thinking qualities

Key Achievements

- Overhauled existing bill desk approval process resulting in 27 % decrease of TAT and faster approval of surgery
- Launched 19 Practo Care Surgeries clinics in cities of Ahmedabad, Hyderabad and Chennai together
- Managed Operations of an 86-bed hospital comprising COVID ward, ICU Ward amidst pandemic at Hridya Se Multispecialty Hospital in 2020
- Drove Oral camps/flash mobs across 20-50 police stations in Ahmedabad for Tobacco Cessation in collaboration with IDA and Ahmedabad police in 2014
- A Founding Member of the Ahmedabad Chapter of SWIFT (Social War Initiative for Tobacco Cessation)

Education & Credentials

2022	2017	2011
Pursuing MBA from IGNOU, Delhi	Master Of Dental Surgery (MDS) from Ahmedabad Dental College, Gujarat University, Ahmedabad	Bachelor Of Dental Surgery (BDS) from Ahmedabad Dental College, Gujarat University, Ahmedabad

Certificates

- **2022: Google Project Management** from Coursera
- **2021: Lean management** from Udemy
- **2021: Six Sigma** from Udemy

Career Timeline



Core Competencies

- Project & Operations Management
- Strategic Planning and Execution
- Reporting & Documentation
- Insurance Claim Management
- Data Analysis & Scrum
- Standard Operating Procedures
- Vendor Management
- Cross-functional Coordination
- Team Building & Leadership

Soft Skills

Communicator

Collaborator

Intuitive Innovator

Analytical

Motivator

Team Builder

Professional Experience

May'21-Till Date

Practo, Ahmedabad

Designation: Manager (Operations: Bill Desk)

May'22- Till date

Key Result Areas:

- Spearheading overall medical administration & operations involving regular medical audits, cost audits & so on at Ahmedabad and Hyderabad
- Onboarding and leading a team of Bill desk executives for PAN India operations
- Collaborating with governing boards, medical staff, and department managers
- Establishing and maintaining business relationships with funders, RTOs, business partners, policymakers, social media, and communities; also representing the organization in different forums
- Developing processes to identify bottlenecks in bill desk and resolved the same within 5 days early payout to vendors and onboarding doctors for Pan India PCS operations

Designation: Assistant Manager (Launch Operations)

May'21-May'22

Key Result Areas:

- Managed launch Operations for Practo Setup and daily operations for Fairfield Business at Ahmedabad and Hyderabad
- Led Brand management, hiring, and designing training programs for clinic staff as per the requirement of the central team
- Supervised procurement process of medical equipment and infra requirements for clinics
- Collaborated with the internal department to onboard 47 Doctors at PCS Clinics across 03 cities in record time
- Designed audits and ensured that all programs are in line with regulations

Apr'20-May'21

Hridya Se Multispecialty Hospital, Ahmedabad

Designation: Hospital Administrator

Key Result Areas:

- Administered HR policies and Inventory Management procedures consistent with established corporate policies and procedures
- Managed medical records data and promoted data security, patient safety, and quality of care
- Ensured adherence to Standard Operation Procedure to improve efficiency and compliance with quality standards, as well as standardizing processes

Feb'18-Jan'19

National Innovation Foundation - India, Gandhinagar

Designation: Research Associate

Key Result Areas:

- Planned, prepared, and helped in executing clinical trials to test new or existing investigational products
- Ensured all practices and policies deliver high-quality products or services to customers
- Reviewed long-term/ short-term strategic plans & SOPs to enhance operations

Aug'12-Aug'13

Fine Feather Hospital & Healthcare, Ahmedabad

Designation: Clinic Director

Key Result Areas:

- Organized, controlled, and coordinated clinical services and management as per the hospital board regulations
- Established performance indicators and evaluated prospective vendors
- Delivered high-quality services to support customer needs & achieve high satisfaction from all operational users

IT Skills

- **Microsoft Applications:** MS Office (Word, Excel, PowerPoint)
- **Softwares:** Google Redash, LeadSquared, ReTool, Google Sheets
- **Operating System:** Windows



Personal Details

Date of Birth: 13th September 1988

Languages Known: English, Hindi, & Gujarati

Address: Sangath Pearl Society, Motera, Ahmedabad-380005, Gujarat