

Darshita Joshi

Email: dujoshi63@gmail.com ; Contact No. +91 9426626667

Major HR Functions :

HR Planning & Recruitment

Induction

JD Preparation

Employee Engagement Activities

Learning & Development

Change Management

Compensation & Benefits

Legal Functions of HR

Man power Budgeting

Employee Appraisal

Staff retention activities

Attrition analysis

Admin & Operational Functions :

Day to day Operations

Patient feedback Monitoring

Marketing Activities & Dealings

Licenses & Certification

Inventory Management

Policy making & implementations

KPI & KRAs

Other miscellaneous activities like

Negotiation & renewal of Contracts,

Oversee Billing & Claims, TPA &

corporate tie ups

- A professional with nearly 17 years of experience in the fields of Hospital Operations, Human Resources & Administration.
- Working with SVP Hospital, Ahmedabad as a Sr Executive Operations from July 2020 to till date.
- Was working with Saraswati hospital as an Assistant Manager from May 2020 to July 2020.
- Was working with Mayflower Women's Hospital as a General Manager from September 2006 to April 2020.
- Objective is to work and lead HR, Administration / Operational functions to provide a competitive & sustainable Framework in an organization of repute.

• Highlights of Career Pathways

- HR activities such as Recruitment, Payroll management, Employee background check, police verification, Induction, JD Preparations, Documentation, Training & Development, HR Evaluations, Compensation and benefits, NOC & Exit procedures, Legal matters of HR, Employee Duty rosters etc.
- Administrative & Operational functions such as Day to day operational management, Patient feedbacks, Marketing activity monitoring and dealings, oversee Billing & Claims, TPA and corporate tie ups & Renewal, Inventory Management, Negotiation and renewal of Contracts, Licenses and Certification, Policy making and implementations, KPI & KRAs.
- Ability to work with solutions to problems and in a high- pressure environment.

CAREER GRAPH

ROLES & RESPONSIBILITY

HUMAN RESOURCE:

- *Planning of Manpower, Short listing of resumes, interviewing them and arranging interviews with Department heads.*
- *Ensuring joining formalities such as joining forms & documents, opening of bank account, stationeries, sitting arrangements, preparation of confirmation letters, appointment letters etc.*
- *Reviewing proper documents & their necessary entries of new joiners' employees and maintaining employee data bank.*
- *Employee documentation as per NABH standards.*
- *Employee verification & Police verification Process.*
- *Charting and facilitating employee induction programs for new joiners.*
- *Maintaining proper attendance record, leave records, compilation of reports for Salary Process.*
- *Preparation of job description for employees (English / Gujarati / Hindi).*
- *Arranging on the job training programs as and when required / need basis.*
- *Employee Handbook preparation & modifications according to hospital policies.*
- *Organizing various employee engagement activities, motivation activities & counseling employees as and when need arises.*
- *Ensuring smooth relieving i.e. follow up for timely F&F, taking exit interviews, preparation of experience & relieving letter, NOCs etc.*
- *Duty Scheduling of Staff.*
- *Preparation of circulars, Memos, minutes of meeting etc.*
- *Renewal process of various insurance policies like TATA AIG, LIC Policy.*
- *Digital Signature registration Process with EPF office & updation of KYC to EPF office.*
- *Attending Government officers such as labour, PF, employment exchange and provide them the data needed.*
- *Grievance handling of the employees.*
- *FOGSI training.*

ADMINISTRATION & OPERATIONAL:

- Day to day Operations
- Patient feedback Monitoring
- Marketing Activities & Dealings
- Licenses & Certification
- Inventory Management
- Policy making & implementations
- KPI & KRAs
- Monthly Reports, MOM and Fups
- Negotiation & Contract renewal process.
- Addressing interdepartmental Issues
- Payment procedure for visiting Doctors.
- Handling proper documentation as per NABH Standards.
- Addressing IT issues and
- Coordination with all concern Doctors regarding any queries related to different Departments.
- Audit Activities.
- Free campaigning activities for patients and staff.
- Other miscellaneous activities like Negotiation & renewal of Contracts, Oversee Billing & Claims, TPA & corporate tie ups

Skills

- Industry Knowledge, Tools & Techniques
- Data Analysis and Interpretation
- Microsoft Power Query
- Microsoft Automation - Lerner Proficiency

EDUCATIONAL CREDENTIALS

- PGDBM from Som-Lalit Institute of Management 2015.
- Diploma in Human Resource from Ahmedabad Management Association in the year 2011
- Bachelor of Commerce from Gujarat University in the year 2001
- Diploma in Civil Engineering from Govt. Polytechnic in the year 1999

COMPUTER LITERACY

- Knowledge of Microsoft Office and operating of all modern office equipment.
- Special Skill - Knowledge of English, Gujarati & Hindi Typing.

PERSONAL DETAILS:

Language Known	:	English, Hindi, Gujarati
References	:	Available upon request

Date : 1st January, 2024.

Place : Ahmedabad

Darshita Joshi