# HEJAL VANDIKAR



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**CAREER OBJECTIVE**

***To secure a challenging position in a reputable organization to expand & share my learning’s, knowledge & skills learnt during my work experience. To secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company/organization in accordance with customer satisfaction.***

**EDUCATIONAL QUALIFICATIONS**

|  |  |  |  |
| --- | --- | --- | --- |
| **DEGREE** | **BOARD / UNIVERSITY** | **PERCENTAGE** | **YEAR** |
| **APGDEC** | Osmania University | 70% | 2019 |
| **B.Sc (Zoology)** | Gujarat University | 64% | 2015 |
| **HSC(Science)** | GSHSEB | 50% | 2011 |
| **SSC** | GSHSEB | 68.03% | 2007 |

**LITERACY / SKILLS**

* Good knowledge about MS Excel
* Good knowledge about MS Word
* Good at Pre-Hospital care
* Good at Psychological knowledge & counseling
* Good in sharing knowledge of my skills to other EMT’s
* Good in sharing feedbacks with concerned team or agent for the areas of improvement

**EXPERIENCE**

**Total Work Experience:** -6.4 Years

* Currently working with GVK EMRI, State Emergency Response Centre for Gujarat State as a Officer with Quality Department (Dec’20 to till date)

***Job profile includes:-***

* + Case study for CFMS (Caller Feedback Management System) received from beneficiaries
  + To audit ineffective calls to maintain hygiene of tagging on floor
  + Preparation of call quality dashboards for different projects ( call 104, Pregnency verification , ANM, High Risk ) of Sense
  + Call calibration activity for different projects
  + Sharing of ERC audit reports to respective operational Manager’s,
  + Quality Refresher & Foundation sessions for different groups like ERO, EMT, Pilot, etc.
  + Ensure quality of the calls & maintain a quality quota of 85%
  + Keeping a track on feedback efficacy & focus on Call Quality Improvement
  + Highlighting process gaps and areas of improvement from quality perspective
  + Initiative for different process & sharing of innovative ideas
  + Review with Team Leaders for improvement of Call Quality
  + Interdepartmental audits such as Supply Chain Management Audits
  + Go Live Audits for Ambulances launched by GVK EMRI including SCM & Fleet audit
  + Virtual & physical operational ambulance audits reaching each & every location
  + SAMVAD Call Audits for better communication between EMT & Victim/caller

**Other Experience includes:**

* Worked as a ***Basic EMT & Advanced EMT with GVK EMRI*** from (Oct’14 to Dec’16)

***Job profile includes:-***

* + Pre-Hospital care to be given to victim/patient
  + Documentation of care given to victim/patient
  + Proper handover of patient to hospital & police staff wherever required
  + Maintaining ambulance & stock of medicines utilized during the month
  + Analysis of usage of medicines & preparation of demand accordingly

**INDEPENDENT PROJECTS COMPLETED**

I have availed practical experience during my study for Advanced EMT.

* A project based on research for the cases related to Abdominal pain & the treatment to be provided in such cases

**AWARDS/ACHIEVEMENTS/PARTICIPATIONS**

* Awarded *Corona Worrier Award woking durig pandemic situation as a frontline Health worker*

**PERSONAL DETAILS**

Date of Birth : 10th August, 1992

Gender : Male

Nationality : Indian

Marital Status : Married

Language Known : Marathi,English, Hindi & Gujarati

Strengths : Hard working, sincere, team player, ability to train and manage a team, smart decision making capabilities, eager to learn & a fast learner

*I declare that the above information furnished by me is true to the best of my knowledge and will present original document whenever asked for.*

With regards,