



PARAS P SOLANKI

HR-OPERATIONS & ADMINISTRATION



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LINKS

LinkedIn:

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EDUCATION

PGDM

B.K School of Professional &
Management Studies /
Ahmedabad / 2023

Post Graduate Diploma in Human
Resource Management.
(PGDHRM)

PGDM

Institute of Management and
Research technology / Nashik /
2018

Post Graduate Diploma in
Hospital Management
(PGDHM)

BACHELOR

MGV-Pune University / Nashik /
2017

BA-English Literature

CERTIFIED CLINICAL COORDINATORS

ISOT / Hyderabad /

CPC & Member of ISOT

LANGUAGES

ENGLISH

HINDI

GUJARATI

MARATHI

PROFICIENCY TEST

ABOUT ME

Experienced Administrator with 7+ years of experience in the healthcare industry. Proven track record of excelling in roles such as Transplant Coordinator, Business Development, and Operations & Administration. Skilled in non-clinical HR operations, P&L management, marketing, branding, budgeting, and NABH & JCI compliance. Recognized as a value-driven and flexible team leader fostering collaboration and continuous improvement.

WORK EXPERIENCE

LARSEN & TOUBRO

Vadodara

Feb 2023 - Jun 2023

HR Associate

Recruitment and Selection:

- Job description development, advertisement, and effective recruitment strategies
- Collaboration with hiring managers to understand staffing needs and align recruitment efforts

Employee Relations:

- Handling employee grievances, conflicts, and disciplinary issues fairly and consistently, along with providing guidance on HR policies and procedures.
- Conducting thorough investigations and resolving employee complaints promptly

Performance Management:

- Assisting in goal-setting, conducting performance reviews, and supporting improvement plans
- Guiding managers on performance-related matters and providing constructive feedback
- Monitoring performance metrics and presenting insights to management

Training and Development:

- Identifying training needs and coordinating employee development programs
- Conducting training sessions on onboarding, diversity, and workplace policies

- HR Policy Development and Implementation & Communicating and educating employees on HR policies

Compensation and Benefits Administration:

- Assisting in the administration of compensation and benefits programs
- Providing guidance and support to employees regarding compensation and benefits inquiries

Employee Engagement:

- Developing and implementing initiatives to enhance employee engagement and satisfaction
- Organizing employee events, recognition programs, and team-building activities

HRIS and HR Systems:

IELTS - IDP

Overall 7* Bands

DUOLINGO

Overall Score 125*

SKILLS

- ADMINISTRATION
- TEAM BUILDING
- P&L
- VENDOR MANAGEMENT
- TIME MANAGEMENT
- BUSINESS DEVELOPMENT
- FULL-CYCLE RECRUITMENT
- TIME MANAGEMENT & PRIORITIZATION
- COMMUNICATION & INTERPERSONAL SKILLS
- NEW HIRE ORIENTATION
- LABOR & EMPLOYMENT LAW
- MICROSOFT OFFICE & COMPUTER SKILLS

INTERNSHIP

OPERATION
HCG HOSPITAL

Nashik / DEC 2017 - FEB 2018

- Critical analysis of current processes with a customer-centric approach to better understand requirements
- Core team member for successfully completing NABH re-accreditation
- Led a project on improving "discharge turnaround time," restructured data collection methodology, identified bottlenecks, and reduced TAT by 38%.
- Worked with the team on "Appointments and Scheduling" to improve the patient flow in the oncology and hematology departments, thus reducing the complaints by 70%.
- Managed the oncology department and re-engineered internal processes to enhance

SHIV
MULTISPECIALTY
HOSPITAL
Ahmedabad
Jun 2019 - Jan 2023

CONTINENTAL
HOSPITALS
Hyderabad
Jan 2019 - Jun 2019

YASHODA
HOSPITALS
Hyderabad
Jun 2018 - Jan 2019

MEDALL
HEALTHCARE PVT
LTD
Nashik
Jun 2016 - May 2018

- Managing HR information systems and databases for accurate employee records
- Generating HR reports and analytics for data-driven decision-making

● Manager-Operations & Administration

- Hospital administrators oversee operational activity and quality programs for efficient patient care.
- Implements recruitment strategies to attract and retain qualified healthcare professionals.
- Facilitates inter-departmental communication, negotiation, and decision-making.
- Ensures timely and patient-oriented healthcare services.
- Coordinates with senior health professionals to review and implement system improvements.
- Developed and delivered NABH training modules on patient safety, infection control, and quality improvement.
- Executes social media strategies for hospital promotion, patient engagement, and brand visibility.
- Creates compelling content (articles, videos, infographics, and live streams) to educate patients and promote health awareness.

● Operations Executive

- Managed front office functions, including overseeing the outpatient department and reception.
- Assisted the operation management team of the hospital in various administrative tasks.
- Acted as a catalyst between doctors and other hospital staff members to facilitate effective communication and collaboration.
- Provided best healthcare solutions to patients by coordinating with medical professionals and ensuring their needs are addressed.
- Resolved patients' grievances promptly and efficiently, aiming to enhance patient satisfaction and experience.

● Organ Transplant Coordinator

- Preparing documents for LDLT cases for international patients as well as local patients
- Obtaining an NOC from the Embassy, conducting DME meetings for international patients, and local in-house meetings for local LDLT cases
- At the time of Cadavers (inhouse potential donors, i.e., brain dead cases RTA and IC Bleed), being at the spot for grief counseling family members and convincing them to come forward for organ donation of brain dead patients Taking consents of their respective family members, police information, and forensic information, and preparing documents for the same by taking the necessary consents and forms (DDLTL cases).

● MOD (Night Duty)

- Effectively managed night shifts in diagnostic services.
- Coordinated emergency cases and ensured timely responses.
- Maintained data accuracy to ensure reliable reports.

the patient experience by reducing pharmacy delays by 63% and the outsourced lab TAT noncompliance from 7% to 3%

PERSONAL DETAILS

Date of birth
28/04/1993

Nationality
Indian

Marital status
Single

HOBBIES

TRAVELLING || SWIMMING ||
LISTENING MUSIC || PLAYING
POOL & CRICKET

REFERENCE

AVAILABLE ON REQUEST

APOLLO
HOSPITALS
Nashik
Jun 2015 - Jun 2016

- Proficient in team coordination to ensure smooth operations during overnight shifts.
- Implemented quality assurance measures to uphold service standards.
- Prioritized patient care and safety during overnight operations.
- Demonstrated strong organizational skills to manage workflow and resources efficiently.

Customer Care

- Proficient in managing OPD (outpatient department) and IPD (inpatient department) billing processes.
- Experienced in handling insurance verification to ensure accurate and timely claims processing.
- Knowledgeable in revenue reconciliation to maintain financial accuracy and identify discrepancies.
- Skilled to maximize reimbursement and minimize billing errors.
- Familiarity with medical billing software to streamline billing operations and improve efficiency.
- Keeping up-to-date with changes in healthcare billing regulations and implementing necessary adjustments to maintain compliance