

SWAGATA MUKHERJEE

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EXECUTIVE SUMMARY

Dynamic and people-focused professional with a Master's in Healthcare Leadership and Management from the University of Exeter, UK, and over three years of experience across healthcare operations, administration, and client engagement. Experienced in managing complex workflows, coordinating multidisciplinary teams, and delivering service excellence within the NHS and corporate environments. I bring a balance of analytical thinking and empathy—using data-driven insights to improve performance, efficiency, and the overall experience for both patients and stakeholders.

PROFESSIONAL EXPERIENCE

NHS – Bristol Eye Hospital – Operations and Waiting List Coordinator | Jan 2024 – Present

- Lead daily operations for outpatient and surgical waiting lists, ensuring compliance with NHS England RTT and national performance targets.
- Optimise theatre scheduling and resource coordination to improve utilisation and reduce patient backlogs.
- Develop and present data reports for senior management, identifying bottlenecks and implementing practical workflow improvements.
- Supervise and mentor administrative teams to promote collaboration and accountability.
- Reduced average waiting times by 18% through improved communication and scheduling systems.

NHS – Bristol Royal Infirmary – Pre-Operative Administration Coordinator | Mar 2024 – Dec 2024

- Coordinated pre-operative service operations including scheduling, documentation, and patient liaison.
- Supported rota management, recruitment, and staff development processes.
- Maintained high standards of communication, empathy, and professionalism in patient interactions.
- Helped improve patient satisfaction by streamlining administrative and communication workflows.

NHS – Exeter Hospital – Theatre & Resource Operations Coordinator | Nov 2023 – Feb 2024

- Managed theatre scheduling and resource planning to balance elective and emergency cases effectively.
- Collaborated across clinical and administrative teams to enhance coordination and safety.
- Contributed to quality improvement initiatives, improving theatre turnaround times by 15%.

Nurseplus Agency (UK) – Care Coordinator | 2022 – 2024

- Scheduled care staff and ensured continuity of care across multiple client sites.
- Acted as a key contact for clients, care workers, and healthcare partners, ensuring timely and quality service delivery.
- Maintained compliance with CQC and organisational standards while fostering a supportive team environment.

Dealskart Online Services Pvt. Ltd. (Lenskart Group, India) – Optometrist & Customer Service Executive | 2019 – 2021

- Supervised retail operations, ensuring adherence to service quality and efficiency standards.
- Analysed sales and performance data to identify opportunities for business improvement.
- Managed escalations with empathy and problem-solving, strengthening customer trust and retention.
- Coordinated with marketing teams for campaigns, product launches, and promotional events.

EDUCATION

Master's in Healthcare Leadership and Management – University of Exeter, United Kingdom

Bachelor's in Science (B.Sc) – Maulana Abul Kalam Azad University of Technology, West Bengal

CORE SKILLS

- Operational & Team Leadership: Staff management, workflow optimisation, performance supervision
- Performance Management: KPI reporting, data analysis, and continuous process improvement
- Strategic Planning: Resource allocation, capacity planning, and service redesign
- Governance & Compliance: NHS policies, GDPR, equality, and data protection standards
- Communication & Collaboration: Stakeholder management, conflict resolution, and team training
- Technical Proficiency: TrakCare, MS Office Suite (Excel, Power BI, Outlook, Word, PowerPoint)

KEY ACHIEVEMENTS

- Reduced waiting list backlog by 18% through workflow redesign and capacity management.
- Led data-driven initiatives that improved clinic utilisation and patient throughput.
- Recognised for leadership and professionalism in supporting cross-site NHS operational teams.
- Consistently exceeded performance targets through proactive problem-solving and teamwork.