

Shriya Dhar

Healthcare, Digital Marketing, Web Development

Worked as a member of the operations team in the Radiology unit in a hospital and a digital marketing firm.



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Work Experience

Web Content Writer

Odigma Pvt. Ltd, India

Full-time

Aug 2018-May 2019

- **Lead generation** through the targeted website, social media and blog content creation for healthcare clients.
- Social media marketing and coordination on Facebook, LinkedIn, Twitter and Instagram.
- Content strategy creation and Social media trend analysis.

Assistant Radiology Manager

Columbia Asia Hospital, India

Full-time

Oct 2017- Apr 2018

- Improved **Key Performance indicators** in the radiology dept. such as reducing patient waiting time, reducing redos in X-rays or CT scans etc.
- Resolved patient complaints and queries.
- Supervised timely delivery of patient reports.
- Organised Safety training for Imaging technicians.
- Escalated IT system glitches and reported health hazards like equipment damages.
- Night duties involved critical decision making related to admission, billing and discharge of patients.

Management Trainee

Columbia Asia Hospital, India

Full-time

Apr 2017- Oct 2017

- Assisted with seamless daily operations in Customer Care, Medical Lab, Pharmacy and Physiotherapy departments.

SKILLS

- Patient experience management
- Patient safety and well-being
- Data trend analysis
- Word processing, data entry
- Effective Administration
- Good Communication
- Rapport building with clients

QUALIFICATIONS

Tata Institute of Social Sciences, India

Master of Hospital Administration

(7.2 CGPA)

2015-2017

Indira Gandhi Govt. Dental College

Bachelor of Dental Surgery(Graduation)

2014

IELTS | VISA status

Band -8 | Permanent Resident

CURRENT SKILLS

HTML, CSS, JS, SCSS