

**SUNDEEP BHAT**

House no. - 225, DDA Flats

Pocket – 1, Sector - 23,

Dwarka – 110075

+91-9711205619

Email: - sandeipkhat@gmail.com

Career Objective: -

To enhance my working capacities , professional skills , and to serve my organization in best possible way with sheer determination and commitment.

Core Competencies: -

- **Executive Assistant to Chairman/ Director's.**
- **Customer service, guest relations, front office operations, Manager- Operations, patient/ customer services-Domestic & International.**
- **Hospitality, Healthcare and support services.**
- **General & Medical Administration.**
- **F&B Services & Housekeeping Management.**
- **Operations.**
- **Grievances handling.**
- **Customer satisfaction.**
- **Audit-Policies, SOP's and reporting.**
- **Inventory Management.**
- **Vendor management.**
- **Training & Development.**

I was working with **BLK Super Speciality Hospital**, New Delhi as an **Assistant Manager- Oncology** (Hematological-Bone Marrow Transplant unit). (Aug 2017 till March 2018)

Job Responsibilities: -

- Assisting the Director's in daily activities.
- Calendar management, travel management, arrangement for meetings.
- Monitoring mails, execution of process.
- Building relations with clients/ guests
- Daily feedback will be taken from office end regards to operations or any other issues.
- To audit the quality standards.
- Reporting, documentation, review billing and auditing,
- Liaoning with kitchen and F&B services.
- Ensure F&B service and buffet layout as per the standard.
- Ensure proper discipline of staff in wards/ floors /OPD area / Reception.
- Supervising the paper work/ formalities of the patient during admission, hospital stay and at the time of discharge.
- Participate in developing forms and guidelines for practice in stem cell Transplant program.
- To play an operational role in the clinical program.
- Oversee daily operations of the Bone Marrow Ttransplant Unit.
- Handling and coordinating with the consultants for international queries.
- Handling queries of impanel Bone Marrow Ttransplant patients with the help of coordinator.

- To develop systems for auditing clinical program activities to confirm compliance with the written policy.
- Feedback to HOD/Director on compliance to quality standards and incidents.
- Managing GDA / Housekeeping/ F&B issues. Prioritize and manage work flow on issues in a timely manner. Monitors staff behaviour and attitude.
- Review and summarize miscellaneous reports and documents; prepare background documents and outgoing mails as necessary.
- Monitoring the smooth functioning of department and general administration.
- Taking care of domestic and international patients. Patient satisfaction.
- Supervising coordinators for proper communication, transformation of information in regard to patient centricity and care.
- Updating staff for new processes and implications.
- Ensures cleanliness and good appearance of wards/ Floors/ Functional area.

I was working with **Max Healthcare**, New Delhi as an **Executive Assistant to Chairman** – Max Institute of Oncology. (Mar 2014- Aug 2017).

Job Responsibilities: -

- Responding to requests from clients as well as internal stakeholders for meetings in a professional, courteous and timely manner & responsible for calendar management.
- Acting as the focal point to communicate information both verbally and in writing, coordinate and cooperate towards achievement of work goals at the same time maintaining complete confidentiality.
- Managing custody, circulation, control, retention and secure disposal of confidential information. Arranging for local as well as international travel & stay arrangements in a timely, cost effective and appropriate manner.
- Preparation of minutes of the meetings, proposal and presentations including Data Analysis and Research with MIS reporting.
- Review and summarize miscellaneous reports and documents; prepare background documents and outgoing mails as necessary.
- Prioritize and manage multiple project related work simultaneously, and follow through on issues in a timely manner.
- Hospitality & guest relations.

I was previously working with **Fortis Memorial Research Institute**, Gurgaon in Patient Care Services Department as a Front Office Assistant. (Dec 2012- Mar 2014)

Job Responsibilities: -

- Maintain an adequate inventory of office supplies which include procurement of stationary.
- Coordinate with vendors to provide the requested material.
- Taking appointments and taking care of the cases in IPD & OPD.
- Assisting and providing administrative support to Head of the Departments. Handling incoming, outgoing calls/mails and communicates verbally and in writing to answer queries. Scheduling Meetings, maintaining calendar, giving reminders.
- Maintaining all the receipts, payments and outstanding due to / from the patients, reconciling the same and generating detailed reports.
- To coordinate with other departments in the hospital for smooth operations.
- Coordinating with the consultants, nursing, housekeeping staff, general duty assistants for smooth functioning of the OPD and IPD.
- Giving on job training for the general duty assistants and housekeeping staff.
- Making the appropriate documentation of the patients related to investigation.
- To monitor the medical reports of patients and tracking the records of the patient.
- Updating daily reports, making appointments, arranging board rooms for meeting. Proper billing and accounting and following the appropriate procedure.

In past worked with **kingfisher Airlines** as Guest Service Agent in Guest Services Department at Indira Gandhi International Airport New Delhi. (Aug 2010 -Oct 2012).

Job Responsibilities: -

- Ticketing and reservation.
- Check-in on sabre software.
- Ramp activities.
- Direct transit passenger's arrival and departure.
- Immigration, transit, lounges.
- Crew arrival and departure.
- Stubs collection at boarding gate.
- Passenger pushing from security hold area to boarding gate.
- PIR baggage report preparation on system (World Tracker Software).
- Baggage clearance from customs.
- Updating functional chart & daily data.
- Scheduling & briefing.
- Supervising the Team Members / loaders for smooth operations.
- Customer satisfaction.

Professional Qualifications: -

- MBA from Sikkim & Manipal University through distance education in the year 2014.
- BHM in Hospitality & Hotel Administration from IHM Jaipur in the year 2010.

Educational Qualifications: -

- Passed 12th from J&K Board in Science Stream.
- Passed 10th from C.B.S.E.

Industrial Exposure: -

Completed 20 weeks Industrial Training from **Hyatt Regency New Delhi** in below mentioned Departments:

- Front Office
- Food and Beverage Service
- Food Production
- House Keeping

Additional Details: -

Date of Birth	:	04-09-1987
Sex	:	Male
Marital Status	:	Married
Nationality	:	Indian
Father's Name	:	Mr Bharat Bhushan Bhat
Mother's Name	:	Mrs Jaya Bhat
Languages Known	:	Hindi, English and Kashmiri

Date:

Place:-

Sundeep Bhat