

## CURRICULUM - VITAE



### PERSONAL DATA

**SANJAY KUMAR**

Email:

[sanjayrawal.d@gmail.com](mailto:sanjayrawal.d@gmail.com)

Mobile: +918428395544

Date of Birth: 14.05.1993

Sex: Male

**Nationality:** Indian

**Religion:** Hindu

**Marital Status:** Single

**Languages Known:** English,  
Hindi, Tamil, Telugu, Punjabi,  
Bengali and Marwari.

**Passport Number:** 1284579

**Passport Validity:**

12/07/2025 **Date of Issued:**

13.07.2015 **Place of Issued:**

Rajasthan

**Total Years of Experience:**

5Years 9 months

### OBJECTIVE:

A seasoned Healthcare industry professional offering successful experience of over 5 years in entire gamut of activities pertaining to Hospital Operations, Operational Excellence, Service Excellence & Feedback Analysis, People Management, Client Relationship Management.

### Professional Learning:

❖ OPD & IPD Services.	❖ Conversions.
❖ Patient Experience.	❖ Day to Day Operations activities, Revenue generations, Smooth running of the hospital.
❖ Improving Processes and Seamless Patient Experience.	❖ To ensure improvement in NPS of the hospital.
❖ To ensure paperless billing and registration resulting in lowering the hospital cost and eco friendly initiative.	To resolve patient related queries in most appropriate way and ensure smooth patient experience throughout the stay in hospital.

### EDUCATIONAL QUALIFICATIONS

COURSE	INSTITUTION	YEAR	BOARD/UNIVERSITY
HSE. (12 <sup>th</sup> )	Government Senior Secondary School Khairwa, Pali (Rajasthan)	03/2011	Rajasthan State-Board Examination.
S. S.L.C. (10 <sup>th</sup> )	Government Senior Secondary School Khairwa, Pali (Rajasthan)	07/2009	Rajasthan State-Board Examination.

## **PROFESSIONAL QUALIFICATIONS**

<b>COURSE</b>	<b>INSTITUTION</b>	<b>PERIOD</b>	<b>UNIVERSITY</b>
B.Sc. Medical Sociology (UG).	The Madras Medical Mission College of Health Sciences Mugappair, Chennai, Tamil Nadu.	2011-2014	Tamil Nadu Dr.M.G.R.Medical University, Gunidy, and Chennai.
M.B.A-Hospital Management (PG).	Kovai Medical Centre& Hospital Coimbatore, TamilNadu.	2015-2017	Bharathiar University, Coimbatore (Tamil Nadu).

## **WORK EXPERIENCES.**

### **EXPERIENCE- 4**

Position Held: Deputy Manager- Operations, Patient Experience and Service

Excellence. Duration : 5-04-2021 to till today.

Organization: Max-Multi Super Speciality, Bhatinda.

- ❖ Overseeing and handling Operations – OPD, IPD, Patient Experiences and Service Excellence Dashboard.
- ❖ Conversion OPD to IPD.
- ❖ Financial counseling pre admission and post admission process for better and smooth patient experience.

### **Responsible for complete Operations:**

- ❖ Improved conversion from 5% to 11% for CTI Surgical patients.
- ❖ Reduced discount matrix from 80% to 10% for all OPD and IPD area and improved in Revenue.
- ❖ Reduced patient waiting time at from OPD and IPD by implementing new tools.
- ❖ Improved feedback compliance from 30% to 96% and P.Sat from 46% to 87% for OPD and 89% for IPD.
- ❖ Improved in IPD process with contain: Admission processes, Daily follow up with patient doctor, and proper discharge process.
- ❖ Ensuring functional infrastructure and availability of manpower i.e. 24 hrs duty roster.
- ❖ To attend the morning and evening round.
- ❖ Daily meeting with all admitted patients and solving their queries.
- ❖ Briefing of the patients' rights and responsibilities.
- ❖ Following up with nursing in charge for any problems regarding Pharmacy, Diagnostics, and OT services.

- ❖ Ensuring dispatch of all MRD Files.
- ❖ Ensuring smooth functioning of the IPD, within the TAT of the department.
- ❖ Coordinating with the billing department for any issues regarding the admitted patients.
- ❖ Coordinating for taking appointments of the admitted patients for Outsourced Investigations.
- ❖ Following up with the consultants regarding discharges of patients.
- ❖ To make sure that the files of discharged patients are reached to billing dept after taking consultants notes for final billing and discharge
- ❖ Make sure patients get discharged summary on time
- ❖ Responsible for maintaining all the policies and procedures based on the accreditations
- ❖ Supervise and Assign tasks to the floor managers and ensure the same has been completed within the predefined time frame.

### **EXPERIENCE- 3**

Position Held: Floor Manager- Operations

Duration : 1.12-2018 to 31-03-2021.

Organization: Apollo Proton Cancer Center (Apollo Hospitals Group) -Chennai Tamil Nadu.

- ❖ Over seeing Complete Operations – OPD/IPD.
- ❖ Conversion OPD to IPD.
- ❖ Process Improvements in OPD & IPD – Reduction in Waiting Time.
- ❖ Proper Pre and Post Admission counseling.
- ❖ Regular financial counseling.
- ❖ Improved Discharge TAT from at Apollo Proton Cancer Center Chennai by introducing process corrections, reducing response time, improving SOP's and setting up of tracking mechanism.

Responsible for complete Patient Cycle/Counseling Conversions.

- ❖ Reduced Waiting time via collaborating with Consultants from 2 hours to 50 mins.
- ❖ Reducing 24% of Complaints via initiating new process of Dial 30.
- ❖ Improved Hospital NPS- from 78% to 93%.
- ❖ Responsible for Financial Counseling Estimates Variations

### **HOSPITAL PROJECTS - 2**

Position Held: Regional Operations Manager in Hospital

Projects Duration : December 2017 to July 2018.

Organization: **CIPACA, Pvt, Ltd-Chennai.**

### **EXPERIENCE- 1**

Position Held: Operation Manager Tenure: 01-05-2017 to 31.10.2018

Organization: **Kavitha Ortho and Multispecialty Hospital.**

### **DECLARATION**

I hereby assure you that the information furnished above is true to the best of my knowledge.

Date:

Place: Bhatinda, Punjab

(SANJAY KUMAR)