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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Nilanjana Mukherjee**  **E-mail :** nilanjana2015@yahoo.in| **Mob :** +919810228325 | | | | | | | **Career Objective** | | | | | | To be professionally associated with an organization with an objective to utilize Professional educational learning and experience more meaningfully & work towards achieving the goals of the organisation with satisfaction. | | | | | |  | | | | | | **Career Synopsis** | | | | | | * Delivery oriented professional with 2 years & 5 months of experience in the Healthcare and Education Industry. * Acquired knowledge and skills in various aspects of Healthcare Quality Management, Hospital Services, Healthcare Management and Patient Safety & Security. * Positive attitude and good interpersonal skills with solution driven approach. | | | | | |  | | | | | | **Professional Learning** | | | | | | **Healthcare Quality Management** | | | | | | Total Quality Management | | Accreditation | | Quality Management Tools | | **Hospital Services** | | | | | | Hospital Operations Management | | Clinical Services | | Support & Utility Services | | **Healthcare Management** | | | | | | Hospital Administration | | Concepts & Dimensions | | Patient Relationship Management | | **Patient Safety & Security** | | | | | | International Patient Safety Goals  Teaching, making lesson plan,curriculam,organising camps,counselling parents and students. | |  | |  | |  | | | | | | **Work / Internship Experience** | | | | | | **Company Name** | **Clay and crayon play school Guwahati Assam** | | | | | **Designation (Dept)** | **Teacher** | | | | | **Duration** | **From :june 2012** | | **To : September 2013** | | | **Key responsibility Area** | **Teaching and assessment** | | **Responsible for designing school curriculam,making lesson plans and organising activites and camps.** | | |  | **Reports preparation:** | | **Maintained students’academic records and updating the same on a weekly basis.** | | | **Counselling :** | | **Sharing the feedback of the students and counselling the parents.** | | | **Company Name** | **Netrojyoti Eye Hospital, West Bengal** | | | | | **Designation (Dept)** | **Public Relations Officer** | | | | | **Duration** | **From : November 2009** | | **To : January 2011** | | | **Key Responsibility Areas** | **Marketing & Promotion:**   * Responsible for promoting Netrojyoti Eye Hospital by distributing brochures, pamphlets, advertisements in local newspapers and TV channels & bringing revenue.     **Eye Camps:**   * Organising free eye surgery camps and arranging doctors’ visits for economically weak patients. * Patient queue management during eye camps. * Counselling the patients for treatment and post-operative surgeries.   **Hospital Administration:**   * Dealing with local civil administrative authorities regarding the legal issues. * Taking care of in-house patients complaints. | | | | | **Fortis hospital** | **Floor manager : from 4 thJune 2015- 4th August 2015** | | | | | **Key responsibility areas:**   * **Inpatient handling** * **Coordinating between Doctors and nurses along with patient** * **Cleanliness and general maintenance of the hospital** * **Coordinating between dieticians and patients and doctors** * **Checking of medical records** * **Discharge process handling along with TPA** * **Patient grievance handling and ultimate satisfaction** * **Reporting to M S and attending board meeting regularly** * **Making daily reports KPI** | | | | |  | | | | | | **Professional Certifications / Training / Workshop / Industry Exposure** | | | | | | **Professional Certifications:**   * Certified in LEAD (Leadership Education & Abilities Development) Program. * Six Sigma White Belt * Disaster and fire fighting Management * Institutional Course of Personality Development and Communication Skills from Defence Services Staff College, Wellington. * Diploma in Interior Designing from National Institute of Fashion Designing, Kolkata (West Bengal).   **Training:**   * Attended 3 days training in Preventive Awareness from Red Cross Society.   **Workshop**   * “Hospital Administration : The Need of the Hour” by Mr. Navneet Bali – Unit Director & Head, Rockland Hospital, New Delhi   **Industry Exposure**   * Visited “Colombia Asia Hospital, Gurgaon” to understand Hospital Administration and Operations. * Visited “Fortis Hospital, Shalimar Bagh” to get an insight of Hospital Operations and Administration. * Visited “Jaypee Hospital, Noida” to get an insight of Hospital Operations and its functions. * Volunteered for ENT & Dental Camp organized by Fortis Healthcare and held at Indian Institute of Learning & Advanced Development (INLEAD), Gurgaon. * Volunteer work experience with Pratibandhi Kalyan Kendra Centre (NGO), responsible for spreading awareness for the basic education of disabled children, counselling parents & children for the same.   **Worked as a teacher for one year three months**   * Responsible for designing school curriculum, making lesson plans and organising activities for pre-school children. * Maintained students’ academic records and updating the same on a weekly basis. * Sharing the feedback of the students and counselling their parents. | | | | | |  | | | | | | **Achievement** | | | | | | * Certificate of Merit for achieving First Class in Bachelor of Education (B.Ed) * Participated in National Yachting Championship conducted by Indian Olympic Association. * President of Rotary Interact Club of for 2 years * Participated in District Level Volleyball Tournament. * College Sports Champion. | | | | |  |  |  | | --- | --- | | **Education** | | | **Year of Completion** | **Program / Course** | | 2014 – 2015 | MBA in Healthcare Administration  Mewar University | | 2014 – 2016 | Pursuing MBA in Marketing Management (3rd Semester)  Sikkim Manipal University | | 2011 | Bachelor of Education (B.Ed)  Shri Shikshayatan College, Calcutta University | | 1996 | Bachelor of Science (Hons.) Geography  Women’s Christian College, Calcutta University | |  | | | **Academic Project / Dissertation** | | | * Created a project on “Cost Structure - Long Term and Short Term”. * Developed a project on “Promoting New Generation Hospitals”. * Created a project on “Negotiation Skills and its requirement in the Current Scenario”. * Dissertation on “Demand Scenario of Indian Automobile Industry for the Year 2010-2012”. | | |
| |  |  |  |  | | --- | --- | --- | --- | |  | | | | | **Personal Strength** | | | | | * Tactful | | | * Team leader | | * Organized | | | * Confident | | * Positive Attitude | | | * Self-motivated | |  | | | | | **Personal Information** | | | | | Date of Birth | : | 22nd April 1975 | | | Nationality | **:** | Indian | | | Language Proficiency | **:** | English, Hindi, Bengali | | | Computer Skills | **:** | MS Office | | |