**COVER LETTER**

From,

**Dr. Bhagyeshwari Kiklawala**,

G-1, vraj laxmi appts.

Opp hills nursery, palia street,

Nanpura, Surat

**Mob: 09099038873**

To,

The CEO,

**Sub:** Application for the job in your valuable organization.

Respected Sir/Madam,

With reference to the above I, **Dr. Bhagyeshwari Kiklawala** hereby forwarding my application along with resume for your kind consideration and perusal. I would like to inform you that I am MBA in Healthcare Graduate seeking a challenging career in the highly enterprising area of management to carve out a niche for myself and create a positive impact in the healthcare and hospital administration field.

At present I am working in **Manipal Ankur, Surat as A Operations Manager** and seeking a challenging position in your esteemed organization which will make use of comprehensive health care knowledge, excellent communication skills and self directed prioritization.

I assure you that if I get an opportunity, I can do all my duties to the best of my abilities and your satisfaction with dedication and sincerity. I would kindly request you to go through my resume attached with this letter and that would be really appreciable if you could provide me an opportunity.

Thanking you in anticipation and waiting for your favorable reply.

Yours faithfully,

**Dr. Bhagyeshwari Kiklawala**

**RESUME**

**Dr. Bhagyeshwari Kiklawala Address:** G-1, vraj laxmi appts.

Opp hills nursery, palia street,

Nanpura, Surat

**🖀** **: +91-09099038873**

Email : [dr.bhagyeshwari@gmail.com/](mailto:dr.bhagyeshwari@gmail.com/)

bhagyeshwari@hotmail.co.uk

**Carrer Objective:**

To work in a competent environment, contribute to the success of the organization and achieve self-growth and knowledge.

**Academic Profile:**

|  |  |  |  |
| --- | --- | --- | --- |
| **DEGREE** | **UNIVERSITY** | **GRADE** | **Pursuing/Completion Year** |
| **MBA in Healthcare** | University of Wales, U.K | A GRADE | 2011 |
| **B.D.S** | Tver State Medical Acadeny ,Russia | 1ST CLASS | 2007 |
| **10+2** | GSCE Board | PASS CLASS | 2002 |
| **10th** | CBSCE Board | FIRST CLASS | 2000 |

# Personal Information:

Date of birth : 09-05-1985

Gender : Female

Marital Status : Single

**Languages known:**

Gujarati, Hindi, English.

**Skill Set:**

Operating Systems: MS-Office, Ms Excel

MS-Word, MS-Power-point.

**Experience:**

Currently working as Operations Manager At Manipal Ankur, Surat. (June 2015- till present)

* **Job Responsibilities**:
* Improve the operational systems, processes and policies in support of organizations mission -- specifically, support better management reporting, information flow and management, business process and organizational planning.
* Manage and increase the effectiveness and efficiency of Support Services (HR, IT and Finance), through improvements to each function as well as coordination and [COMMUNICATION[http://cdncache-a.akamaihd.net/items/it/img/arrow-10x10.png](http://www.supportingadvancement.com/employment/job_descriptions/advancement_services/operations_manager.htm#72209167)](http://www.supportingadvancement.com/employment/job_descriptions/advancement_services/operations_manager.htm#72209167) between support and business functions.
* Play a significant role in long-term planning, including an initiative geared toward operational excellence.
* Oversee overall financial management, planning, systems and controls.
* Management of agency budget in coordination with the Executive Director.
* Development of individual program budgets
* Invoicing to [FUNDING[http://cdncache-a.akamaihd.net/items/it/img/arrow-10x10.png](http://www.supportingadvancement.com/employment/job_descriptions/advancement_services/operations_manager.htm#4186938)](http://www.supportingadvancement.com/employment/job_descriptions/advancement_services/operations_manager.htm#4186938) sources, including calculation of completed units of service.
* Payroll management, including tabulation of accrued employee benefits.
* Disbursement of checks for agency expenses.
* Organization of fiscal l[DOCUMENTS[http://cdncache-a.akamaihd.net/items/it/img/arrow-10x10.png](http://s.ltmmty.com/click?v=SU46MTAxMzA1OjE0MDI2OmRvY3VtZW50Ojk4YTY2M2IwM2UxYzM3YzRjOTk1ODU0N2Q0ZmMzM2Q5OnotMTc1MC0yMTkxNTgyNjp3d3cuc3VwcG9ydGluZ2FkdmFuY2VtZW50LmNvbToyOTA0MzI6NDI2NGNjZDllOThjNGEyN2JkYmM4MTQ2YjQ4NGYxYzc6MTI3NzFlYjYxNjEzNDQyZmE5NGFkZTQ2MDY5NDFlN2Y6MTpkYXRhX3NzLDcyOHgxMzY2O2RhdGFfcmMsMTtkYXRhX2ZiLG5vO2RhdGFfaXRuX3Rlc3QsMjAxNTA5MThfYzs6NTE0NjIwMg&subid=g-21915826-62f81c23e17d493d888ca5e0023a42a0-&data_ss=728x1366&data_rc=1&data_fb=no&data_itn_test=20150918_c&data_tagname=A&data_ct=text_only&data_clickel=link&data_sid=7686904361508918948)](http://s.ltmmty.com/click?v=SU46MTAxMzA1OjE0MDI2OmRvY3VtZW50Ojk4YTY2M2IwM2UxYzM3YzRjOTk1ODU0N2Q0ZmMzM2Q5OnotMTc1MC0yMTkxNTgyNjp3d3cuc3VwcG9ydGluZ2FkdmFuY2VtZW50LmNvbToyOTA0MzI6NDI2NGNjZDllOThjNGEyN2JkYmM4MTQ2YjQ4NGYxYzc6MTI3NzFlYjYxNjEzNDQyZmE5NGFkZTQ2MDY5NDFlN2Y6MTpkYXRhX3NzLDcyOHgxMzY2O2RhdGFfcmMsMTtkYXRhX2ZiLG5vO2RhdGFfaXRuX3Rlc3QsMjAxNTA5MThfYzs6NTE0NjIwMg&subid=g-21915826-62f81c23e17d493d888ca5e0023a42a0-&data_ss=728x1366&data_rc=1&data_fb=no&data_itn_test=20150918_c&data_tagname=A&data_ct=text_only&data_clickel=link&data_sid=7686904361508918948).
* Regular meetings with Executive Director around fiscal planning.
* Supervise and coach office manager on a weekly basis
* **Past Experience:**

Worked as a **Chief** **Hospital Administrator** at **Burhani Hospital**, **Surat (2014-2015)**

* Direct, supervise and evaluate work activities of medical, nursing, technical, clerical, maintenance and other personnel in the hospital.
* Conduct and administer fiscal operations, including accounting, planning, authorizing expenditures, establishing rates for services, and coordinating billing and discharge process.
* Review the systems and practices in the hospital periodically arising out of new developments, changes in the infrastructure, staffing, patient complaints or suggestions
* To Work for quality improvement and streamlining of the processes of the department.
* Responsible for meeting all the in-patients on daily rounds and ensuring patient satisfaction by timely addressing patient issues/grievances in order to keep high service level benchmarks.
* Work closely with staff to reduce the length of stay, eliminate unnecessary investigations, drugs and therapies, and bring about economies in the use of supplies, facilities and human resources.
* Ensuring smooth functioning of all operational and patient care activities on a daily basis as to ensure quality functioning and sustainable growth of hospital.
* Establish and maintain resources throughout the hospital.
* Acts as a liaison with all departments and upholds the discipline & ethics of the institution.
* Coordinates with professionals & staff members and assigns their duties and tasks.
* Liaise with vendors, contractors & suppliers on a regular basis.
* To coordinate the actions of all departments and ensure they function as one, and establish and administer policies, and ensure they are uniformly understood.
* Taking customer feedback, analyzing reasons for drop in customer satisfaction and implementing corrective measures.
* To Handle & supervise Managerial functions to make sure each department functions professionally & in a well-timed method & meet Hospital’s overall requirements.
* To communicating with Staff & Building up Successful operational relationships with all.
* Acting as a bridge between Employees and top management.
* Training & Development of SOPs across the clinical & Non clinical Departments.
* ***Dr.M.T.C. WONG DENTAL SURGERY CLINIC (NHS and Private Dental Surgery), location as a Practice Manager.(2012-2014)***

**Responsibilities:**

* Ensuring the welfare of the clinic.
* Efficiently adopting cost savings initiatives.
* Responsibly managing administration of the clinic, performing regular equipments checks, and monitoring the correct usage.
* Conducting staff meetings regularly and motivating staff and making agendas for the welfare of both staff as well as organization.
* Health and safety checks.
* Successfully clearing audit checks.
* Maintaining Patient records as well as clinical records.
* ***Worked at 32 Pearls Dental clinic, Mumbai & White Empire Dental Clinic, Mumbai as Junior Dental Assistant.(2008-2009)***

**Responsibilities:**

* Educated patients about the various aspects of Oral Hygiene.
* Arranged for medicines before and after dental treatment.
* Organized materials for dental procedure.

**DECLARATION**

I hereby certify that the information given here is true to the best of my knowledge & belief.

Yours Truly,

**Dr. Bhagyeshwari.**