**RASIKA SHARMA**

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**OBJECTIVE**

To be an accomplished professional in my field contributing to attainment of individual and organizational goals within stipulated time schedule.

**PROFESSIONAL FORTE**

Was associated as a **Departmental Coordinator**, for **Cardiothoracic & Vascular Surgery department** of an **NABH accredited multi-speciality hospital**. Handling **operational** role.

Possess strong learning abilities and communication skills with good interpersonal problem solving and decision making skills.

**EMPLOYMENT EXPERIENCE**

* Max Super speciality Hospital, Patparganj Tenure : July, 2013 – August, 2016

Departmental Coordinator - Deptt. Of Cardiothoracic & Vascular Surgery

**PROJECTS UNDERTAKEN / INTERNSHIP/ TRAINING**

* Active participation in ***project ‘DISHA (a new direction)’ –*** an initiative undertaken for process improvement in the hospital.
* ***Dissertation***

Report Topic:“A review of public – private collaboration in RNTCP in Delhi.”

Scope: Based on secondary data. Involved understanding of PPP and RNTCP and their work as well as progress made.

* ***Summer Internship***

Organisation : Batra Hospital & Medical Research Centre

Tenure: 45 days

Report Topic:“A study to understand link between OPD patient satisfaction and employee job satisfaction among front office executives of three departments of the hospital.”

Scope: Based on primary data. Involved understanding the functioning of various departments and interaction with patients and employees.

**ACADEMIC QUALIFICATION**

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| --- | --- | --- | --- |
| ***Course*** | ***Institute / College/ University*** | ***Percentage***  | ***Year***  |
| MBA (Health & Hospital Management) | Jamia Hamdard University | 72.05% | 2011-2013  |
| Bsc. Life Sciences | S.G.T.B. Khalsa College | 70% | 2008-2011 |
| 12th | G.G.S.S.S. No.1 | 70% | 2008 |
| 10th | G.G.S.S.S. No.1 | 82.2% | 2006 |

***Computer proficiency***

* Have basic knowledge of SPSS software
* Operating System: Windows 2003, 7
* Tool: MS Office

**SELECTED ACCOMPLISHMENTS**

* ***Publications :***

Article : ‘Role of employee satisfaction in influencing patient satisfaction’

International Journal of Research Foundation in Hospital and Healthcare Administration volume : July – December, 2013

* Awarded Certificate of merit for 7th National Science Olympiad.
* Awarded first prize in science fair at zonal level.
* Awarded certificate of merit for securing second position at graduate level.
* Awarded first prize for co-curricular activities (rangoli and pot painting) during inter-collegiate competition at graduate level.
* Awarded certificate of volunteering for the college functions.

**PERSONAL DETAILS**

* ***Date of Birth****:* 31-07-1991
* ***Gender****:* Female
* ***Linguistic proficiency (read, write, speak) :*** English, Hindi, Marathi
* ***Marital status****:* Single
* ***Hobbies:*** Painting , Listening music , Art ‘n’craft making

I hereby declare that the above information is true according to my knowledge. Reference will be provided on request.

**(Rasika Sharma)**