***RAVI KUMAR* Voice: 91-**9990819624***, ravi.verma85@yahoo.com***

***APERCU***

Determined, dedicated, devoted, results and accountability driven person. I want to pursue a career in an esteemed organization holding a responsible position which would enhance my skills to work in a competitive environment and curve a winning edge for the organization.

**FUNCTIONAL SKILL**

Result driven professional withcareer track in Hospital administration

\*Hospital Administration \*Organizational Development \* Trainings\*Team Building \*Grievance Handling \*Retention management \*

**Career Sketch**

SHARP SIGHT CENTRE Chain of Eye Hospital 4 July 2012 to till date

**Manager-OPD & Front Office**

*Additional Responsibility- Maintenance Department*

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Working as a Manager-OPD in Sharp Sight Centre an exclusive Eye Care Centre was started in 2011, under the dynamic leadership of Dr. Samir Sud’ & Dr. Kamal B. Kapur. It was the vision of the management and the relentless efforts put in by the committed employees that enabled the organization to distinguish itself in the region. The Management has plans to strengthen the operations and magnify the customer service goals in order to ensure that each customer’s unique needs are addressed to their utmost satisfaction.

**Key Result Areas**

* Coordination between every departments in the hospital and ensure smooth OPD flow.
* Ensures complete supervision including patient care activities, optimizing the utilization of   
  services, addressing patient complaints and ensuring that all non clinical processes and   
  protocols are adhered to deliver quality eye care services
* Co ordinate with patients, attendants responsible for billing (cash or credit, TPA), taking appointments, handling the entire procedure of admission.
* Manage a team of 05 Front Office Staff (including 1 **Front Office In charge) & 12 Patient care takers.**
* Reviews customer satisfaction / feedback relating to **hospital** services and take required   
  measures as necessary
* Looking after various administrative matters related to Housekeeping, General Maintenance
* Coordinating in implementation of Quality Management Systems (NABH) in the **hospital**
* Training needs assessment of front office staff & PCT’s.
* Duty Roaster preparation of Front office and PCT’s.
* Coordination with International patients.
* Handling maintenance of medical equipments with AMC/CMC and other equipments in centre.

**Front office & Operations Executive (1 year) MAY 2011**

**Centre for Sight eye Hospital**

**Key Skills**

* Coordination between every departments in the hospital and ensure smooth OPD flow.
* Counseling of patients referred and recommended for surgeries/procedures.
* Monitoring duty roaster of staff and managing according to doctor duty roaster.
* Patient entry in system and OPD/IPD billing.

**Front office & Counselor (02 years) April 2009**

**Delhi Eye Care Centre**

* Front office functions of patient handling, proving details to patient.
* Coordination between every departments in the hospital and ensure smooth OPD flow.
* Counseling of patients referred and recommended for surgeries/procedures.

**Front office Executive & Customer Handling (09 month ) July 2008**

**Forex travel service**

**Educational**

* 10th Passed from New Delhi in year 2005
* 12th Passed from New Delhi in year 2007
* Graduate from Shobit University in year 2013
* Basic computer knowledge MS word, Excel, Internet

**Professional qualification**

Diploma in hospitality management from **City & Guilds** from **London Institute, UK in year 2006**

# **Personal detail**

Father’s Name : Mr. Surinder Kumar

Date of Birth : 27 Aug. 1985

Nationality : Indian

## Marital status : Married

Sex : Male

# Languages Known : Hindi, English & Punjabi

Address : D-14 Swaroop Nagar, Delhi-110042