**KULDEEP KUMAR**

9810481395, [kuldeep\_kumar85@hotmail.com](mailto:kuldeep_kumar85@hotmail.com), New Delhi

**PROFILE**

* Certificate in Specialized Training Programmed on Marketing Management from **Small Industries Service Institute Ministry of Small Scale Industry** government of India, New Delhi.
* Advance Diploma in Computer from (ET&T, a Government of India Enterprises) South Extension Part 2, New Delhi.
* 13 years of experience in healthcare from junior levels initially to successfully executing senior managerial authority which has given confidence in managing health care.

**CAREER HISTORY**

**2013 February to till date Assistant Manager - Operation**

**APOLLO CRADLE ROYALE PVT LTD**. Apollo Cradle, one of the leading chains of Maternity & Gynecology & Pediatric hospitals in India.

**Key responsibilities:**

* **Strategies and planning**, introduction of services and packages, marketing strategies, making, policies.
* **Responsible for meeting** all the in-patients on daily rounds and ensuring customer satisfaction by timely addressing Customer issues / grievances in order to keep high service level benchmarks
* **Managing day to day operational** and clinical issues related to the consultants, and rectifying them.
* **Managing the entire team** of Para and nonmedical staff.
* **Improvement of quality** work according to NABH & JCI standards.
* Working with external organisations such as the insurance company, Third Party Administrators, General Practitioners in order to ensure effectiveness and sales of plan.
* **Patient/Attendant/Staff complaints**, concerns and grievance handling.
* Generate monthly Reports.

**Key achievements:**

* Created a culture of ‘excellence in private healthcare’ in the organisation.
* 100% transparency in billing.

**2009 – 2013 January Head Billing & Business**

**ADIVA HOSPITALS. PVT. LTD** is a group of Mother’s Pride School. Adiva hospital has bringing quality health care to every individual with latest technology and state-of-the-art facility.

**Key responsibilities:**

* **To ensure patient satisfaction**, optimal patient movement & care
* Monthly Payouts of **Doctors & Referrals**.
* **Regularly contact with Translator** (International Translator)
* **Organise events** (Camps, CMEs, Seminars, and Health Talks etc.) with the help of Branding team.
* **Patients / Customers and gather information about competitors' activities**, practices and pricing. Coordination with International Patients and counseling.
* Daily Expenses from Petty Cash.
* Managing the duty roster of FOE /PCS.
* Planning and organizing staff and facilities to meet customer needs. Ensuring routine maintenance is performed, problems corrected and systems put in place to ensure a safe, comfortable environment for patient care/service delivery.

**Key achievements:**

* Achieving the revenue and operating targets of the center.
* Making sure that all departmental executives are trained enough to keep a professional attitude & if required training to-be conducted with the concern person

**2005 – 2009 April Sr. Executive**

**INDRAPRASTHA APOLLO MEDICAL CENTER,** is a part of Apollo Hospital Group; This center was stared in keeping with the group’s commitment for bringing quality health care to every individual. Modern diagnostic like 4D ultrasound Machine (Logic 4).

**Key responsibilities:**

* Maintain Daily OPD & IPD Cash.
* Audit OPD & IPD bills.
* **T**o ensure patient satisfaction.
* Cross verification of Referral.
* Maintenance of account of Corporate Clients and coordinate with all the medical insurance company & Corporate like Nokia, Genpack, Air-France, United Health Care, British School, WNS & Maruti etc.

**2003 – 2005 March Executive**

**SHAKSHAM TELECOM Pvt. Ltd**

Shaksham Telecom is an Authorized service center of TATA Phones which is repairs all types of TATA make phones and FAX machine. It’s also deals with its products. The company has an annual turnover of 2 cr

**Key responsibilities:**

* Maintenance once of the Computers, hardware, peripheral like Printer, Scanner, and CD writer, also purchasing the computer products and handling all problems independently.
* Troubleshooting hardware problems like general execution errors, installation and up gradation.

**COMPUTER LITERACY**

* Sound Knowledge of HIS (Hospital Information System), UBQ cloud base software & INSTA Health Solution Hospital Software.
* Complete Knowledge Windows Operating System Like Windows 98, Windows ME, Windows 2000, Windows XP & Windows 7.
* Knowledge of internet, Microsoft Office XP & Excel, Adobe Photoshop 7.0 and Pagemaker
* Troubleshooting hardware problems like general execution errors, installation and up gradation.
* Installation of all the Hardware and Software’s & Networking.
* **Sound knowledge of Ultrasound machine Logic P4 with high end Voluson E8**.

**ACADEMY**

* Sr. Secondary in 1999 from CBSE Delhi.
* Graduation in 2003 from Delhi University.

**PERSONAL DETAILS**

* Applicant Name KULDEEP KUMAR
* Father Name           Shri. SATYA PRAKASH
* Date of Birth 11th August 1978
* Mailing Address C139, Vijay Enclave, New Delhi 110045.
* Contact No. 9810481395

*I consider myself familiar with the various aspect of management and I am confident of my ability to work in a team and under stressful conditions.*

**KULDEEP KUMAR**