Résumé

**Dr. (Ms.)Suneet Singh**

1650-A, B-1,Vasant Kunj,N.Delhi-70

Mobile: **+91-8447173963**

Date of Birth: **18th August, 1981**                                            email: **drsuneets@gmail.com**

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| **Career objective** |
| Experienced Healthcare Professional **with Bachelor Degree in Dentistry, Post-Graduation Diploma in Hospital Administration and Clinical Research with 5 plus years of experience** in Public Health, Hospital Administration, Quality Improvement, Health Human Resources Management and NGOs seeking a responsible, challenging and well-rounded role in an organization where my knowledge, skills and experience can be best leveraged. |
| **Academic Background** |
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| **Masters in Counseling and Family Therapy** | **Indira Gandhi National Open university** | **2016-2018** |
| **Post Graduate Diploma in Hospital Administration** | **Tata Institute of Social Sciences, Mumbai** | **2012-2013** |
| **Diploma in Clinical Research**  | **Catalyst Pvt. Ltd.** | **2010-2011** |
| **Bachelors in Dental Surgery** | **Sharad Pawar Dental College, Wardha** | **1999-2005** |
| **Class XII** | **Maharaja Sawai Man Singh Vidyalaya, Jaipur, CBSE Board** | **1997-1999** |
| **Class X** | **Maharaja Sawai Man Singh Vidyalaya, Jaipur, CBSE Board**  | **1996-1997** |

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| **Work Experience** |

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| **Patient Welfare Officer:Dr.Raina’s Multispeciality Clinic,Delhi** | **Aug’15-Present** |
| **Roles & Responsibilities:*** Screen patients and assign to the appropriate consultants.
* To assist patients / visitors seeking help with complaint resolution.
* To acquaint patients and their relatives on their rights as a patient and to maintain record of feedback.
* Meet with admitted Patients regularly and enquire about their problems / complaints .
* Collect feedback in prescribed feedback forms from all patients and collate the feedback received into an MIS to be shared with the top management on a periodic basis.
* Enhance the value of services being provided by making the patient and the attendant comfortable and familiar with the clinic.
* To be the first point of contact for staff, volunteers, parents and children/young people where incidents or concerns of poor practice are identified.
* Counseling of pregnant women and Educate on both formal and informal basis on such topics designed to improve pregnancy and developmental outcomes, such as parenting, Breast feeding,Vaccination,reducing stress etc.
* Working with health activists to provide support therapy and counseling for Autistic children
* Organizing healthcare camps and motivating community mobilization
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|  **Faculty: INLEAD College of Management, Gurgaon**  | **Jan’15–Aug’15** |
| **Roles & Responsibilities: Faculty ( Hospital & Public Health Management)*** **Designing, Developing and Delivery of Healthcare Administration Program**
* **Mentoring students on academic and career pursuits**
* **Acquainting students with interview FAQs in mock interviews and employability assessment workshops**
* **Undertaking examination related duties**
* **Program Document Management & Control**
* **Providing support in student LEAD activities**
* **Coordination for Training & Placement activities**
* **Providing administrative support to student affairs department**
* **Spearheading Program related activities**
* **Managing Program Time Tables & Communications**
* **Designing program ICAT and conducting personal interviews**
* **Framing and review of Public Health factsheet**
* **Conducting regular industry visits for students to top corporate hospitals and public health institutions**
* **Arranging and coordinating industry expert sessions and career seminars**
* **MIS Reporting**
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|  **Assistant Hospital Administrator : Kapurthala Hospital & Nursing Home, Kapurthala** | **July’13–Nov’14** |
| **Roles & Responsibilities:*** **Analysis, planning and implementation of various inpatient processes from admission till discharge for standardized patient care delivery.**
* **Active communication with internal and external stakeholders including HODs, consultants, managers and patients to ensure process/protocol compliance.**
* **Training of inpatient staff for the usage of Hospital Information System (HIS): patient registration, bed allotment, transfer, charting clinical notes, diagnostic reporting, discharge etc.**
* **Collection, analysis and presentation of periodic statistical operational/quality/sales reports to the Director.**
* **Quarterly reviews of all departments to ensure effective utilization of manpower and capital equipment.**
* **Evaluation and devising improvement strategies for achieving optimal operational output.**
* **Single Point of Contact (SPoC) for insured patients**
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| **Manager, Human Resources : Dr. Raina Pediatric & Neonatal Clinic** | **Nov’10–Feb’12** |
| **Roles and Responsibilities*** **Identification of suitable media and formulation of concise text for recruitment ads.**
* **Conducting screening interviews of short-listed candidates to determine suitability based on skill, experience, personality, education etc.**
* **Developed standardized interview questionnaire to assess candidates for all positions and related interview documentation.**
* **Managed selection and recruitment, induction, compensation & benefits, rewards & recognition, and employee engagement programs.**
* **Structured the HR department and designed physician performance appraisal by creating competency-based appraisal forms for key departments and introduced salary benchmarking procedures.**
* **Implemented an inter-disciplinary procedure for developing candidate pipeline for key clinical vacancies by campus visits to medical colleges.**
* **Responsible for accurate management of employee records to comply with various government regulations.**
* **Media coordinator for press releases, write ups and media information.**
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| **Volunteer : AARZISH – An NGO** |     **Jan’10 – Oct’10** |
| **Roles & Responsibilities:*** **Counselling expecting mothers on**
* **Immunization schedule**
* **Dietary supplements**
* **Institutional delivery**
* **Post-partum complications**
* **Birth spacing and use of contraceptives**
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| **Patient Care Coordinator : Kapurthala Hospital & Nursing Home, Kapurthala** |  **Sept’07 – Dec’08** |
| **Roles & Responsibilities:*** **Management of Out Patient Department – Queue management to ensure smooth and sequential patient flow**
* **Assessment of patient feedback**
* **Patient grievance redressal**
* **MIS reporting**
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| **Internship** |
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| **Management Trainee : Prince Aly Khan Hospital, Mumbai** |       **Nov’12- Dec’12** |
| **Management Trainee : Jupiter Hospital, Thane** |  **Mar’13 – May’13** |

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| **ACHIEVEMENTS AND EXTRA-CURICULAR ACTIVITIES**  |
| * Participated in State & National level Inter-School Basketball Tournaments
* Awards in Debates and Eloquence competitions during schooling
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