**KULDEEP KUMAR**

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

**PROFILE**

* **13 years of experience in healthcare industry.**
* Certificate in 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).

**CAREER HISTORY**

**September 2014 to till date Manager - Operations**

**APOLLO SPECIALTY HOSPITAL PVT. LTD (C**/OApollo Cradle & Fertility), one of the leading chains of Maternity, Gynecology, Infertility & Pediatric hospitals in India.

**Key responsibilities:**

* **Logistics and management, Manage support services & Third party relations.**
* Prepare the Daily Business Report of the hospital and communicate it to the Management.
* Provide safe & secure environment in the hospital for patients, visitors & staff.
* Ensures smooth operation of various processes that contributed to services of an organization.
* Manage and increase the effectiveness and efficiency of Support Services.
* **Strategies and planning**, introduction of services and packages, marketing strategies, making, policies.
* Doctors credentialing.
* **Responsible for meeting** in-patients / out patients round and ensuring customer satisfaction by timely addressing Customer issues / grievances in order to maintain quality of care.
* **Managing the entire team** of Para and nonmedical staff.
* **Managing day to day operational** and clinical issues related to the consultants, and rectifying them.
* **Improvement of quality** work according to NABH standards.
* Working with external organisations such as the insurance company, Third Party Administrators, General Practitioners in order to ensure effectiveness.

**Key achievements:**

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

**Feb 2013 – Sept 2014 Assistant Manager**

**NOVA ORTHOPEDIC & SPINE HOSPITAL PVT** is a world-class facility offering the entire range of orthopedics treatments and services: from surgery to rehabilitation. **(NOSH has been takeover by AHLL Group in September 2014)**

**Key responsibilities:**

* **Responsible for meeting** with in-patients / out patients round and ensuring customer satisfaction.
* Responsibility for service-quality standards and adherence to budgetary restrictions of Security, Housekeeping, Food & Beverages, Materials, Engineering, Hospital Support Services, Information Technology, Patient Care Services, Ancillary business services, Biomedical Equipment
* Knowledge and specific skills: Knowledge about NABH standard.
* MIS reports as per NABH standards.
* Vendor Bill verifications.
* Coordinate with Insurance & TPA companies.
* Monthly roster of FOE & Billing.

**2009 – 2013 January Administrator**

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

**Key responsibilities:**

* All administrator works (DHS, PNDT, ICMR, FIRE, Outsource) etc.
* Managing day to day processing of accounts receivable and payable using QuickBooks.
* **Managing day to day operational** and clinical issues related to the consultants, and rectifying them.
* Weekly meeting with Departmental HOD.
* Monthly meeting with Sr. Consultants.
* Monthly Payouts of **Doctors & Referrals** & Vendor payment verification
* **Regularly contact with Translators** (International Translators)
* **Organised events** (Camps, CMEs, Seminars, and Health Talks etc.).

**Key achievements:**

* Achieving the monthly revenue targets.
* Making sure that all departmental executives are trained enough to keep a professional attitude.

**2005 – 2009 April Sr. Executive**

**INDRAPRASTHA APOLLO MEDICAL CENTER,** is a part of Apollo Hospital Group; This center is committed to brought quality health care to every individual. Modern diagnostic like 4D ultrasound Machine (Logic 4).

**Key responsibilities:**

* OPD & IPD bills & Cross verification of Referral
* Overlooking TPA Department
* **T**o ensure patient satisfaction.
* Overlooking Ultrasound schedules & PNDT.
* Doctor tie-up agreements.

**2003 – 2005 March Executive**

**SHAKSHAM TELECOM Pvt. Ltd**

Shaksham Telecom is an Authorized service center of TATA Phones which repairs all types of TATA make phones and FAX machine.

**Key responsibilities:**

* Maintenance of the Computers, hardware, peripheral like Printers, Scanners, 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 & troubleshooting hardware problems, installation & up gradation.
* **Sound knowledge of Ultrasound machine Logic P4 with high end Voluson E8**.

**ACADEMY**

* Secondary - 1997 – CBSE Delhi.
* Sr. Secondary -1999 - CBSE Delhi.
* Graduation in ART’s - 2003 - Delhi University.

**PERSONAL DETAILS**

* Applicant Name     KULDEEP KUMAR
* Father Name           Shri. SATYA PRAKASH
* Date of Birth 11th August 1978
* Mailing Address C139, Vijay Enclave, Dwarka Sector 1, New Delhi 110045.

*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***