**CURRICULAM VITAE**

**PAWAN KUMAR YADAV**

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**ADMINISTRATION**

Profoundly talented, skillful and resourceful with over **6 years** of successful experience in **Hospital Administration, General Administration, Banking Relationship and Client Relationship Management**. Managing general office procedure, dealing with customers. Possessing wide range “problem solving” experience mainly within management, ability to handle training programs and manage staff teams; has the capacity to adjust in a fast changing environment; ability to handle conflict with different groups. now looking to make a continued and significant contribution for a company that needs a multi-skilled multi-tasking manager, within a working environment.

**CAREER OBJECTIVE**

I want to see myself as a top working employee in a well established organization where I can continue to learn, take additional responsibilities and contribute as much value as per my capabilities. I want to be more independent and successful in my life and want to create my own identity.

**AREAS OF EXPERTS**

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| **Administration**  | **Office Management** | **Interdepartmental** |
| **Communication Skills** | **Cost Controls** | **Vendors Management** |
| **Team Management** | **Customer Relationship** | **Banking Relationship** |

**PROFESSIONAL EXPERIENCE**

**MANAGER -ADMINISTRATION Sept 2014 to till date**

**PLSL- Pannalal Shyamlal Hospital**

**Key Responsibility**

* Responsible for the day-to-day operation of a hospital, managed care organization or public health agency.
* Coordinated with the doctors and ensured that a good relationship is maintained.
* Supervised the performance of the hospital and developed new strategies to improve performance standard.
* Assessed the needs of the hospital staff and ensured availability of supplies and medical equipment
* Created, developed, submitted for approval attempts to implement organizational policies and procedures .
* Evaluated existing medical programs and health services and suggested enhancements implemented for the different departments.
* Ensured efficacy of shifts, personnel services and existing policies of health care facility and mobile unit.
* Prepared and collated daily activity reports to monitor progress, and ensure that implementation plans are on-target.
* Improved service levels by conducting reviews and collating customer feedback and altogether analyze facility activities .
* Scheduled staff rounds and assignments
* Listed interviewed, evaluated and hired medical staff and monitored if key performance indicators are met.
* Maintain the care and use of housekeeping supplies and equipment, etc. Performing the regular inspection for keeping track of the sanitation and safety.
* Maintaining track of daily admissions & discharge patient and involve directly.
* Taking care of daily feedback from Patient and insure they should not have any complain.
* Working on customer complains & resolve them earliest as possible.

**ADMINISTRATIVE OFFICER July 2010 to Sept 2014**

**IIPM- Indian Institute of Planning & Management**

**Key Responsibility**

* Keeping details of all petty cash expenses with proper approvals from the concern authority & Forwarding details of all expenses to Accounts team.
* Providing administration related information and supervising administrative activities like general admin, verification of stationery stock, courier, florist, pest control, housekeeping, etc.
* Arranging for any specific requirements, maintaining employee daily attendance.
* Maintain the care and use of housekeeping supplies and equipment, etc. Performing the regular inspection for keeping track of the sanitation and safety.
* Taking care of reimbursement claims of personnel, proper checking of Travelling, Conveyance, Telephone/Mobile Phone Exp bills etc.
* Responsible to arrange the Id cards, Enrollment No, Fee Receipt & Examination Material to students.
* Monitored and supervised all functions relating to planning and budgeting.
* Specialization in handling back office operations, inter-office correspondence, confidential mails, quotations, monthly billing, cheques, etc.
* Managing repair, maintenance & replacement of office equipments, appliances, furniture, furnishings, vehicles, building, etc.
* Monitored staff activity for performance and efficiency.
* Event Management, organizing meetings, conferences, making travel arrangements and hotel reservations for guests.

**TEAM MANAGER- EDUCATION LOANS Sept -2008 to Jul 2010**

**HDFC BANK (HBL Global Pvt Ltd.)**

**Key Responsibility,**

* Working to improve sales volumes through redemption of new customers and selling Educational loans in Delhi & NCR through different networks.
* Delegating responsibilities to the workforce and acting as a mentor to the technical team.
* Administrating a team with direct reportees of 8 Sales Engineers and indirect reportees of one Tele-caller & Back Office Executives.
* Generating leads and ensuring set targets are achieved.
* Working to increase new channel partner
* Acting as a motivational medium to the team.

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| **SOFTWARE KNOWLEDGE**  |

**BASIC KNOWLEDGE: -** MS WORD, WORD 97 -2003, EXCEL & POWER POINT ETC.

**KNOWLEDGE OF USE NETWORK:** - SOFTWARE INSTALLATION. INTERNET SURFING, EMAIL.

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| **EDUCATION** |

**Bachelor of Arts (CCS University) 2005**

**Completed Intermediate form CBSE Board 2002**

**Completed High School from CBSE Board 2000**

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| **SKILLS**  |

* Outstanding communication skills
* Strong experience in supervising management teams
* Office administration, bookkeeping and scheduling skills
* Client relationship management skills
* Training, management and motivational skills

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| **PERSONAL DETAILS** |

**Father's Name** : Mr. Ratan Yadav

**Date of Birth** : 18th May. 1983

**Nationality**  : Indian.

**Sex** : Male

**Marital Status** : Unmarried

**Languages Known** : English and Hindi.

**Hobbies:**

Listening music dance and playing cricket etc.

**Strength**

Not Hard work and responsible person.

**Declaration:**

I here by declare that all the above particulars are true and corrected.

Date :

Place: Ghaziabad. **(*PAWAN KUMAR YADAV*)**