**Dr PRERNA SHARMA (P.T.) 13/488,LODHI COLONY,NEW DELHI-110003** 9899653121, sharmas.prerna@gmail.com

**CAREER OBJECTIVE**

 Looking for a challenging career in Hospital to apply the dual skill set attained with my tenure in medicine and management, to leverage the growth of organization and the full deployment of my expertise.

**AREAS OF EXPERTISE**

* Leadership & innovation
* Quality standard implementation
* Human resource planning & management
* Strategic thinking
* Performance management

**EDUCATIONAL QUALIFICATIONS**

* 2011-2013 PGDHHM (Postgraduate Diploma in Health and Hospital Management)

 Specialization in Hospital Management

**International Institute of Health Management Research (IIHMR), New Delhi**

CGPA- 3.51

* 2005-2010 BPT (Bachelor of Physiotherapy)

**Dolphin (P.G.) Institute of Biomedical and Natural Sciences, Dehradun.**

65%

* 2009-2011 NDDY (Diploma in Naturopathy and Yoga)

  **I.F.H.N.Y., Greater Kailash –II, New Delhi.**

**EMPLOYMENT**

**Irene Hospital, Kalkaji, New Delhi , Senior Executive- Operations, Aug’13 – Present**

* Build & maintain relationships with Internal & External customers.
* Day to day activities of the hospital.
* Resolve customer complaints and appeal recommendations for improvement.
* Co-ordinating with all the departments.
* Measuring customer feedback on satisfaction.
* Handling Training & development of all the staff.
* Self-evaluation for achieving high values on Net Promoter Scale.
* Data collection & analysis for Quality Indicators.
* Conduct and analyse staff satisfaction survey.
* Dealing with vendors.
* Stock maintenance.
* Recruitment process of new joinee.
* Preparation of monthly attendance of the employees.
* Sending monthly report of PNDT & MTP to concerned government authority.
* Reporting cases of Dengue, Swine flu to the concerned government authority.

 **Asian Heart Institute ,Mumbai, Management Trainee- Operations ,January’13 – April’13**

* Build & maintain relationships with Internal & External customers.
* Data collection for OP conversion.
* Daily rounds of In- patient department.
* Attending daily departmental meeting.

**Arogya Physiotherapy Clinic, New Delhi, Assistant Physiotherapist, Dece’10- May’11**

* Assessment, Diagnosis & treatment of the patients.
* Using electrical modalities to treat the patients.
* Manual therapies to the patients.

**TRAINING**

* 2 months PGDHHM Summer Training, Moolchand Hospital, New Delhi, April- May 2012.
* 6 months BPT Internship, Dr. Ram Manohar Lohia Hospital, New Delhi, March- September 2010.
* 5 months Physiotherapy training in General Williams Masonic Polyclinic, New Delhi (October, 2009-February, 2010).
* 2 months Physiotherapy training in Charitable Hospital for physically challenged, New Delhi, 2009.

**PROJECTS**

**At Moolchand Hospital**

* IPD patient satisfaction survey at Moolchand Hospital.

**At IIHMR**

* Study on the prevalence of risk factors of cardiovascular diseases in New Delhi.

**ACHIEVEMENTS & RECOGNITION**

* Presented Paper On ‘Stress as a Motivator’ in Stress conference, Dec 2011.
* Merit holder in diploma in Naturopathy and Yoga, IFHNY, New Delhi.

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**CONFERENCES ATTENDED**

* Conference on GSS practices in healthcare 2011 organised by IIHMR, New Delhi.
* Stress: Paradigm Shift in Technology and Allied Sciences, Dec 2011
* Attended various Physiotherapy Conferences during graduation.

**EXTRA CURRICULAR ACTIVITIES**

* Sports Representative in college.
* Member of organizing committee of annual function and sports week in college.
* Actively participated in Physiotherapy Health Camps during graduation.
* Volunteered for organising Annual Sports Meet at Dolphin Institute of Biomedical and Natural Sciences.
* Cultural Prefect at school level.
* Participated in various cultural programmes in School and College.

**LANGUAGE PROFICIENCY**

* English and Hindi

**COMPUTER PROFICIENCY**

* MS Word, MS Excel, Internet and PowerPoint.

**HOBBIES**

* Travelling, Reading and Listening to music.

**PERSONAL DETAILS**

Date of Birth: August 29, 1987

Marital Status: Unmarried

Father’s Name: Mr. Rakesh Sharma

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