**RESUME**

**Meenu Tomar**

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**CARRIER OBJECTIVE**

To work for a progressive and dynamic organization which provides a challenging environment and opportunities for personal and professional growth.

**WORK- EXPERIENCE**

**13 Feb 2013 –at present**

* **Company: Metro hospital & heart institute**
* **Job position: Asst. Administrator**

* Profile/ Work Assigned
* Responsible for day to day operations of the hospital.
* Management of entire OPD consisting OPD, billing, Registration, & Health checkup Department.
* To solve patient queries related to concern department.
* Deal with patient and staff grieviances.
* Management of proper implementation of quality systems and policies as a part of quality management team in OPD and Preventive Health checkup Department.
* Co-ordination with patient and staff during Health check.
* Management of feedback forms from OPD & Health checkup Department.
* Management of all administrative work in all functioning area i.e OPD,Emergency & Health checkup Department.
* Management of Proper Biomedical waste for all functional areas.
* Management of daily rounds of OPD and Floors for smooth functioning.
* To check all functioning areas and informed concern department to rectify the problem ASAP if there.
* To check all the checklist.
* Management of Pest Control in all functional areas of the hospital.
* Management of daily occupancy of the hospital including admission and discharge.
* Management of Facility Rounds.
* Management of all the formats.
* Co-ordination with all the departments for better functioning.
* Responsible to handle multiple task to support and manage daily operations of the hospital.
* Management of availablity of quality facilities for patients.
* Analysis of feedback forms.
* Co-ordination with the quality team in NABH.
* Management &drafting of all the stationary related to any department.
* Keeping the records of all the documents related to various departments.

**May 2012-Dec.2012**

* **Hospital-Max Super Specialty Hospital, Saket**
* **Department-Operations and Service Quality**
* **Mentor-Dr. Sanjay Dhawan (Medical Director & HOD Eye Department.)**

**Profile/Work assigned**

* To assist manager operations in planning ,organizing and managing all medical services of the hospital.
* To provide support in doing audits of support services e.g. Medical documentation Audit ,Consumption Audit.
* To provide support in monitoring ,analyzing and managing the customer feedback from different source
* Analysis of feedback forms

**PROJECTS**

* Name of the project- Patient Satisfaction after Cataract surgery
* Organization Name- Ahuja Laser Eye Center
* Duration- 3 months
* Mentor- Dr. Sanjay Ahuja

**PROFFESIONAL QUALIFICATION**

* **MASTER IN HOSPITAL ADMINISTRATION** (**MHA**) specialization in **Hospital Operations Management** from **ICRI (Institute of Clinical Research India), New Delhi.**

**ACADEMIC QUALIFICATION**

* B.Sc. **Industrial Microbiology** from C.C.S University, Meerut
* Pursuing **Diploma in Naturopathy Yogic Science (DNYS**) from **Akhil Bhartiya**

**Prakartik Chikitsa Parisad, Raj Ghat ,New Delhi**

**MEMBERSHIP**

* Lifetime membership of **Academy of Hospital Administration (AHA)**

**CONFERENCE ATTENDED**

* Medical Tourism Conference, Hotel Parkland, New Delhi
* Medical Tourism Conference ,Assocham House, New Delhi
* ICHA Convention for Patient Safety Hotel Parkland Exotica, New Delhi
* Workshop on green hospital Holy Family Hospital, New Delhi
* Attending workshop on “**Save Lives-Clean Your Hand , A Hand Hygiene awareness** Workshop”, organized by Max Hospital, Saket

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| **STRENGTHS & SKILLS** |

Fast learner, Self motivated, Good team player and Understand team dynamics, Reliable Punctual, Good time management skills, Hard working and Cooperative.

**PERSONAL DETAIL**

Father’s Name : Mr. Jaivir Singh Tomar

Date of Birth : 12th May

Gender : Female

Marital Status : Single

Nationality : Indian

Computer Knowledge : Basic Knowledge of computer

Languages Known : English & Hindi

Permanent Address : H.No.21/553 Mansarovar Colony, Canal

Road Near Gandhi Road Baraut, (Baghpat), Pin. 250611