**RASIKA SHARMA**

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**PROFESSIONAL PROFILE**

Currently working as a departmental coordinator for Cardiothoracic & Vascular surgery department of an NABH accredited multi-speciality hospital.

***Patient related roles :*** keeping track of all the patients, their admissions and discharges, OT scheduling, ensuring necessary clearances, coordinating with other supporting staff (GDAs, nurses, F & B, dieticians, ward secretaries) for providing on time quality healthcare service, complaint management, discharge planning and summary preparation, coordinating with TPA, corporate, billing, admissions, bed management to ensure hastle free processes.

***Department related roles :*** maintenance of the department, departmental indents, OPD scheduling, ensuring availability of doctors on time, organising departmental meetings, updation about all ongoing events in the Hospital, preparing audit presentations, coordinating with all other departments to ensure smooth functioning.

Possess strong learning abilities and communication skills with good interpersonal problem solving and decision making skills.

**OBJECTIVE**

To secure a challenging position where I can effectively contribute my skills and ensure my growth through organisations growth and to learn maximum possible things and gain experience which can be utilised for organisation’s growth.

**EMPLOYMENT EXPERIENCE**

* Max Super speciality Hospital, Patparganj Tenure : July, 2013 – present

Departmental Coordinator - Deppt. Of Cardiothoracic & Vascular Surgery

**AREAS OF EXPERTISE**

* Health and hospital management

**PROJECTS UNDERTAKEN/INTERNSHIP/TRAINING**

* ***Dissertation***

Report Topic:“A review of public – private collaboration in RNTCP in Delhi.”

Scope: Based on secondary data. Involved understanding of PPP and RNTCP and their work as well as progress made.

* ***Summer Internship***

Organisation : Batra Hospital & Medical Research Centre

Tenure: 45 days

Report Topic:“A study to understand link between OPD patient satisfaction and employee job satisfaction among front office executives of three departments of the hospital.”

Scope: Based on primary data. Involved understanding the functioning of various departments and interaction with patients and employees.

**EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Course*** | ***Institute / College/ University*** | ***Percentage***  | ***Year***  |
| MBA (Health & Hospital Management) | Jamia Hamdard University | 72.05% | 2011-2013  |
| Bsc. Life Sciences | S.G.T.B. Khalsa College | 70% | 2008-2011 |
| 12th | G.G.S.S.S. No.1 | 70% | 2008 |
| 10th | G.G.S.S.S. No.1 | 82.2% | 2006 |

***Computer proficiency***

* Have basic knowledge of SPSS software
* Operating System: Windows 2003, 7
* Tool: MS Office

**SELECTED ACCOMPLISHMENTS**

* ***Publications :***

Article : ‘Role of employee satisfaction in influencing patient satisfaction’

International Journal of Research Foundation in Hospital and Healthcare Administration volume : July – December, 2013

* Awarded Certificate of merit for 7th National Science Olympiad.
* Awarded first prize in science fair at zonal level.
* Awarded certificate of merit for securing second position at graduate level.
* Awarded first prize for co-curricular activities (rangoli and pot painting) during inter-collegiate competition at graduate level.
* Awarded certificate of volunteering for the college functions.

**INTERESTS**

Painting , Listening music , Art ‘n’craft making

**PERSONAL DETAILS**

* ***Date of Birth****:* 31-07-1991
* ***Nationality****:* Indian
* ***Gender****:* Female
* ***Linguistic proficiency:*** English, Hindi, Marathi (read, write, speak)
* ***Marital status****:* Single

**REFERENCES**

* Available on request

I hereby declare that the above information is true according to my knowledge. Reference will be provided on request.

**(Rasika Sharma)**