Meticulous and highly accomplished professional **with 15 years** **of U.A.E experience** in handling **Health Care projects and 4 years in India**; Result-oriented decisive leader to maintain high quality standards to meet challenges of this fast paced, high turn-over industry; Adroit at working effectively with a wide range of people in highly demanding situations; Persuasive communicator with well-developed business analytical skills; Proven track record of optimal utilization of resources leading to overall profitability; Tendency to thrive in fluid environments while remaining pragmatic and focused;

**Core Competencies**

* Strategic Planning
* Negotiating Skills
* Customer Relations Management
* Liaising with Doctors
* Visionary Leader
* Fund Management
* Team Management
* Health Insurance
* Network Relationship Management
* Healthcare Information Systems

**Executive Highlights**

* Achieved smooth progression and left with a 24mn annual targeted budget which the clinic achieved.
* 13% increase year on year in Mirdif
* Achieved 10000 new patients and 26,000 footfalls in the first year in Mirdif.
* Assisted in Completion and commissioning of the Mirdif project in record 6 months which was delayed by 2 years.
* Saved 100,000 AED in operational cost by initiating the LASIK project in the Eye Center.
* Commissioned the first ambulatory care center in the UAE; commissioned medical testing facility for immigration for free zone employees - 100 clients per day.
* Collected 70,000 AED considered as bad debt ; Analyzed Rejections worth 4 million for the better control; Created MIS tool for rejections and educated clinician for the first time to control and reduce rejections from insurance companies
* Negotiated substantial reduction in SLA’s and saved considerably.
* Achieved most of the KRA’s and KPI’s in my tenure. One of them was 55 receivables days in 2012.

**Professional Experience**

**Al Rawdah German Medical Center – Center Manager (2012 – 2013)**

A Multi-specialty medical center consisting of 6 specialties, physiotherapy, radiology – X-ray/Ultrasound and MRI services based in Karamah – Abu Dhabi.

Responsible for overall management and strategic partner - assisted the CEO and currently the Owner & Chairman.

**Key Deliverables**

* Successfully renegotiated with most of the insurance companies for a higher multiplying factor.50% increase on E&M, procedures and Diagnostics
* Achieved substantial growth on top line and market share 100K per month after 3 month of joining the center.
* Negotiated competitive prices with Outsourced Laboratory.Net margins increased by 8%.
* Negotiated all SLA pricing.
* Streamlined Inventory and Procurement system
* Re-engineered the entire infrastructure to a cost-effective and efficient system.
* Network relationship management of clients, and insurance companies
* Designed MIS tools, techniques for better management & control.

**Mediclinic Middle East (previously Welcare World) (1997 - 2012)**

EHL was a healthcare management company, a joint venture between the South African Private Hospital group Mediclinic, the Dubai-based Varkey Group and General Electric. Established in 1984 and wholly controlled by Mediclinic ME in 2012. Today, the group operates and manages some of the most successful and trusted healthcare facilities on three platforms – South Africa, Switzerland and Middle East.

Joined on board as **Executive Patients Relations** and illustrated a swift pattern in climbing the career ladder within the organization

|  |  |
| --- | --- |
| **Career Path** | |
| **Designation** | **Duration** |
| Clinic Administration Manager – Mediclinic Mirdif | Apr'08 – May’12 |
| Manager Administration - Welcare Eye Center | May'06 - Mar'08 |
| Financial Coordinator – Mediclinic Al Sofouh | Nov'04 - Apr'06 |
| Credit Controller – Mediclinic Welcare Hospital | Jan'03 - Oct'04 |
| Executive Patients Relations – Mediclinic Welcare Hospital | Sep'97 - Dec'02 |

**Key Deliverables**

* Established - financial policies, procurement, management of fixed assets & Hospital Information System.
* Responsible for licensing with Government and Health authorities.
* Implementation of SOP and Workflows.
* Network relationship management with insurance companies.
* Interacting with marketing dept. in relation to business development activities
* Reviewing insurance contracts, maintenance & other service level agreements.
* Designed MIS tools, techniques for better management and control.
* Forecasting yearly activity plan, budget, negotiate with senior management for final approval.
* Reporting monthly management information on key performance indicator, budget variance
* Denial Management.
* Customer Relation Management.

**Cumballa Hill Hospital & Heart Institute** - Accounts and Billing Asst. **(1993 – 1997)**

**Trainings & Continuing Professional Education**

* At the heart of service, Customer service skills (Six Seconds – EQ Network ME)
* Train The Trainer (Learn active in Jan’11)
* Targeted Selection: Interviewing Skills Program (Welcare Hospital) in Jan’08
* Managing Change Program (Welcare Hospital) in Dec’07
* Leadership Training (Welcare Hospital) in Aug’07; Delight Your Customer (Welcare Hospital) Nov’06
* Professional Development Program in Nov’04
* Customer Service, Health & Safety and Basic Fire Training (Welcare Hospital) in Dec’97

**Educational Qualifications & Memberships**

* B.COM with specialization in Financial Accounting and Auditing from Mumbai University in 1993
* PG Diploma in Hospital Administration - Med varsity 2012 (Ongoing)
* MBA from University of Liverpool (UK) - Business in Emerging Markets 2013 (Ongoing)
* Registered member of Institute of Management Accountant (IMA, USA) since 2006

**Computer Skills**

* High level proficiency with **MS Office (Word, Excel, Power Point) and accounting packages.**

**Personal Details**

Date of Birth: 6th October, 1972

Languages Known: English and Hindi