**SHREYAS**

**SHREYAS.347060@2freemail.com**

**Professional Summary**

Innovative, customer-oriented healthcare administrator with background in managed, ambulatory and long term care. Strong background in quality assurance, claims analysis and management principles and practices. Seeking a leadership role within an integrated delivery system.

Sense of duty and responsibility are the words describes me best. To work in an organization that gives ample opportunities for personal and professional growth and where I can play an important role in business development using my skills.

**Personal Information**

Date of Birth : 05/12/1992

Place of Birth : Bhopal, M.P., India

Nationality : Indian

Sex : Male

Marital Status : Married

Relocation : Willing to relocate international

**Skills**

* Operating Knowledge of Computer(MS office & Internet)
* Eye for details
* Clear Thinking
* Process Control & Improvement
* Risk Management
* Interpersonal Communication
* Teambuilding Global Leadership
* Creativity & Innovation
* Planning & Organizing
* Quality Assurance
* Assertive& Influencing
* Strong Presentation Skills
* Strategic Planning Capability
* Quality Improvement Competency
* Promotes positive behavior

**Works History**

**Star Executive** Dec 2011 – Dec 2012

Suburban Diagnostics Mumbai, India

* Skillfully developed departmental goals, objectives, standards of performance, policies and procedures.
* Developed a system of staff communication that ensured proper implementation of treatment plans and comprehensive patient care.
* Consistently complied with applicable laws and regulations and ensured facility adhered to Medicare and Medicaid regulations.
* Reviewed customer survey information to prioritize areas of improvement
* Assigned employee areas, scheduled staff breaks and authorized overtime.
* Maintain departmental day to day front office operations, monitor and prioritize work flow and efficient patient flow.3
* Resolve complex patient complaints, and answer questions regarding policies and procedures.

**Central Lab Manager Dec 2012 - Nov 2013**

Lifecare Diagnostics Mumbai, India

* Healthcare
* Patient Care
* Customer Service
* Team Building
* Patient Records
* Ability to manage staff
* Medical Office
* Maintains medical laboratory productivity by monitoring workload of functional areas; identifying peak and slack periods; making operational or staffing adjustment.
* Provides administrative support for the diagnostic centre by acting as manager on call.
* Contributes to team effort by accomplishing related results as needed.
* Knowledge of all medical tests and their techniques.

**Chief Co-Ordinator** Dec 2013 – Till Date

National Hospital (For Heart & Critical Care) Bhopal, M.P., India

* Interpreted and communicated new or revised policies to staff.
* Established and oversaw implementation of an effective budgeting and reduced costs.
* Strategically planned methods to achieve operational goals and targets.
* Continually maintained and improved the company’s reputation and positive image in the market served.
* Encouraged creative thinking, problem solving and empowerment as part of the facility management group to improve morale and teamwork
* Achieved high staff morale and retention through effective communication, prompt problem resolution, proactive supervisory practices and facilitating a proactive work environment.
* Routinely collaborated with department managers to correct problems and improve services.
* Assisted in resolving satisfying client requests and operational issues.
* Cooperated and communicated effectively with physicians to ensure client satisfaction and compliance with set standards.
* Maintained good communication between department heads, medical staff and governing boards by attending board meetings and synchronizing interdepartmental functions.
* Identified process improvements in the day to day functioning of the department.
* Managing the load ( splitting, filling ), pallet, serving at the register.
* Playing a key role in assisting customers in order to increase customer satisfaction index.
* Patient co-ordination, Marketing & Public Relations.
* Taking care of all TPA / Insurance work.
* To answer questions and to provide information directly to the person.
* To prepare and maintain data of patients availing cashless facility and status, check payable report.
* To explain hospital regulations to patients, concerning Insurance process and discharge formalities.
* To maintain and monitor the records of all government health schemes.

**EDUCATION**

HIGHER SECONDARY CERTIFICATE : BIOLOGY 2011

M.P.BOARD OF SECONDARY EDUCATION BHOPAL (M.P.)

BACHELOR OF SCIENCE : Biotechnology

SIKKIM MANIPAL UNIVERSITY (DISTANCE EDUCATION)

PURSUING 3RD SEMESTER

**DECLARATION**

**I hereby declare that all the information are true to the best of my knowledge and belief.**