**Milind**

E-mail: [milind.3484046@2freemail.com](mailto:milind.3484046@2freemail.com)

**PROFESSIONAL SKILLS / SUMMARY**

Enrich experience of more than 13 years in Team leading, Strong communication, Strategic planning, Staff supervision, Start and organize the project activities from the beginning, plan and lead generation & progress meetings, co-ordinate with the customer, Understand requirements of the client. Specialization in e-Governance & Govt. sector.

**MANAGEMENT SKILLS**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Managing operations |  | Team leading / Motivation |
|  |  |  |  |
|  | Forming strategic planning |  | Strong communication |

**PROFESSIONAL EXPERIENCE**

**Oct 17 – Till date:**  **Dr Batra’s International**

***Company profile***

***Dr Batra’s Homeopathy Clinic***| Super Specialty Homeopathy India's largest chain of Homeopathic centers

|  |  |  |
| --- | --- | --- |
| **Designation** | **:** | **Patient Health Advisor/Customer Service Representative (Front & Back office Operations )** |
|  |  |  |
| **Location worked** | **:** | **Dubai, UAE** |
|  |  |  |

**Key responsibility:**

* Managing every aspect related to Patient Care, right from the patients' entry into the clinic, to their exit.
* Assisting the patient through the entire process of consultation, Registration, Insurance claims processes and after registration services.
* Handling the front desk operations and billing procedures.
* Patient health Advisor for New patients, interacting with & Counselling Patients when required.
* Handling Patient Experience for over 1500 patients, handling Patients' grievances/complaints, and escalating it through the right channel and ensuring the complaint are resolved as per the set timelines.
* Create, maintain, & update Patients database on a regular basis.
* Scheduling, confirmation and reminder calling for daily appts for the entire clinic.
* Handling the service team, training for new joinee Patient Care Executive(s) and Account Executive(s) for their respective profiles.
* Multitask to ensure smooth clinic functioning and crisis management.
* Maintain the desired hygiene & cleanliness standards of the clinic and ensure the overall upkeep of the clinic.
* Handling the daily reporting system for the entire clinic.

**Aug 12 – Oct 17:**  **Silver Touch Technologies Limited**

***Company profile***

***Silver Touch Technologies Limited (STTL), a CMMiMaturity Level 5***| ISO 9001:2008 | ISO 20000:2005 | ISO 27001 |STQC capability approval |

|  |  |  |
| --- | --- | --- |
| **Designation** | **:** | **Project Manager (e-Governance project)** |
| **Location worked** | **:** | **Gujarat, Uttar Pradesh, Bihar&** |
|  |  | **Uttarakhand** |
| **Projects undertaking** | **:** | **UIDAI Project (Project I)** |

Driving operational improvement, maximizing the value of the asset base while ensuring a tight control on operational costs. Responsible for monitoring and continually improves standards of performance and quality within the operation.

**Duties:**

* Managing a team of approximately 37 employees in a busy work environment.
* Negotiating contracts, ensuring that they balance value and risk.
* Establish and implement departmental policies, goals, objectives and procedures.
* Creating, managing and analyzing performance data and other information.
* Ensuring that capacity and capabilities are continually planned.
* Encouraging, identifying and developing best practice strategy.
* Producing Operations Manuals which define how the business is to be run.
* Working closely with the Financial Manager, Facilities Manager, IT Manager & HR Department.

**Key responsibility:**

* Proven ability to lead, motivate and build successful teams.
* Understand all legal, regulatory, information security and compliance requirements.
* Proven influencer and negotiator
* Achieving targets in a dynamic and complex business environment.
* A realistic approach to getting the required results.
* Ability to manage operations within budgetary constraints.
* Building and maintaining strong and effective relationships with suppliers and customers.
* Handling & part of project which worth Rs. 15 Cr+

|  |  |  |
| --- | --- | --- |
| **Projects undertaking** | **:** | **Financial Inclusion Project (Project III)** |

**Key responsibility:**

* Project driven from start with Bank of Baroda.
* Meetings at HO, Zonal with GM / DGM & other officers.
* Creation of associates / kiosk owners.
* Giving seminars in banks / villages for giving guidance on FI project.
* Handling & part of project which worth initially Rs. 8 Cr+.

|  |  |  |
| --- | --- | --- |
| **June 11 – July 12** | : | **Reliance Mediaworks Ltd.** |

***Company profile***

Reliance Mediaworks Limited (Big Cinemas)

|  |  |  |
| --- | --- | --- |
| **Designation** | **:** | **Supervisor – Multiplex Operations** |
| **Location** | **:** | **Ahmedabad (Gujarat)** |

**Key responsibility:**

**Financial & Stock Control**

* Monitor sales and stocks on an on-going basis including monthly stock checks.
* Review suppliers and prices on an ongoing basis to ensure value for money
* Be accountable for turnover and monitor against budgeted targets for sales and costs.
* Ensure that all financial procedures are carried out correctly.
* Training and developing team activities to offer the customers with enhanced value satisfaction
* Explained the schedules and daily activities to ensure value creation and customer satisfaction
* Supported Theatre Manager with ground rood implementation programs.
* Implemented commercially viable plans to created competitive advantage
* Managed daily expenses and project budgets with implementation of plans
* Ensuring tactical support to promote strong business plans with effective administration.

**Café bar Management**

* Take full responsibility for the effective operation of the café bar
* Work with Operations Manager and Marketing team to maximize promotional and sales opportunities
* Work with Operations Manager to monitor and manage all maintenance issues
* Ensure that accurate cashing up and cleaning procedures are carried out at end of night.
* With Executive Director, review sales performance regularly, agreeing targets for improvements and identifying strategies for retaining and attracting new customers and building sales and profitability.

|  |  |  |
| --- | --- | --- |
| **July 10 – June 11** | : | **Gujarat Infotech Limited** |

***Company profile***

Gujarat Infotech Limited (GIL), an ISO 9001: 2008 certified company.

|  |  |  |
| --- | --- | --- |
| **Designation** | **:** | **Project Coordinator e-Governance project** |
| **Location** | **:** | **Ahmedabad (Gujarat)** |

Overseeing and coordinating the day to day running of projects by assisting project head. Also involved in development, updating and monitoring of business and action plans.

**Key responsibility:**

* Assisting and supporting the Project Head in their daily duties.
* Ensuring that relevant management information is captured and analyzed.
* Identify, Analyze, Prioritize, mitigate and communicate Project Risks.
* Involved in Coordination from inception to completion
* Involved in interpreting performance data and translate this into practical

Improvements.

|  |  |  |
| --- | --- | --- |
| **Jan 10 – June 10** | : | **Cinepride Multiplex** |

***Company profile***

OM Entertainment, Devi group of companies.

|  |  |  |
| --- | --- | --- |
| **Designation** | **:** | **Admin Manager** |
| **Location** | **:** | **Ahmedabad (Gujarat)** |

**Key responsibility**

* Administration and Maintenance of Property
* Government related work - Weekly ENT. Tax, Show Tax, Form-17, Form-3, Tickets Approval etc.
* Maintaining Patrons Satisfaction
* Daily and Weekly basis reporting to Directors – Management
* Handling License file of all required License.
* Take full responsibility for the effective operation of the café bar

|  |  |  |
| --- | --- | --- |
| **May 08 – Nov 09** | : | **Cinemax India Limited** |

***Company profile***

KANAKIA GROUP COMPANY

|  |  |  |
| --- | --- | --- |
| **Designation** | **:** | **Floor Manager** |
| **Location** | **:** | **Rajkot (Gujarat)** |

**Key responsibility:**

* Ascertaining quality performance with integration of a variety of jobs
* Training and developing team activities to offer the customers with enhanced value satisfaction.
* Controlling overheads and minimizing different costs to increase profitability
* Ensuring tactical support to promote strong business plans with effective administration
* Supporting the management with effective feedback to improve operational performance

|  |  |  |
| --- | --- | --- |
| **May 05 – Apr 06**  **Oct 07 – May 08** | : | **Fun Republic (Fun Cinemas)** |
|  |  |  |

***Company profile***

E-CITY ENTERTAINMENT (I) PVT. LTD, ESSEL GROUP, Mumbai

|  |  |  |
| --- | --- | --- |
| **Designation** | **:** | **SR. TEAM ASSOICATE** |
| **Location** | **:** | **Ahmedabad (Gujarat)** |

**Key responsibility:**

* Handling Box-Office and Café Management.
* Professional implementation of strategies and hospitality management.

**Dr. BATRAS POSITIVE HEALTH CLINIC PVT. LTD. – June 2006 to July 2007**

* Serving as a customer Care Executive

**CLARIS LIFE SCIENCES LIMITED – March 2003 to April 2004**

* Serving as Data Entry Operator

**EDUCATION**

|  |  |  |
| --- | --- | --- |
| IIBM institute of business management: | : | ***Master Program inBusiness Administration (2012) – Distance Learning*** |
|  |  | ***Specialization “Customer Relationship Management”*** |
| National Institute of Management: | : | ***Diploma inBusiness Administration (2007)- Distance Learning*** |
|  | : | ***Specialization “Human Resource Management”*** |
| Gujarat State Education Board: | HH | Higher School Secondary certificate (12th) (2002) |

**Personal Detail**

* Date of Birth – 31st Oct, 1983
* Nationality – Indian
* Hobbies – Travelling, Music
* Marital Status – Married

**REFERENCES** – Available on Request -