**Ms. LINTA B.Sc (Hons) NURSING,**

**MBA (HEALTH AND HOSPITAL MANAGEMENT)**

**Date of Birth :** 30th October 1989

**Martial Status**- Married

**Email Id**: [linta.370347@2freemail.com](mailto:linta.370347@2freemail.com)

MBA(Health and Hospital Management) specialization in Health Management from Jamia Hamdard, Delhi , B.sc (Hons ) Nursing, Jamia Hamdard, Delhi and 9 months of relevant work experience in Quality Management. Professional areas include implementation of quality management systems and standards (NABH), Proposal writing, Monitoring and evaluation, education and training. Worked as staff nurse (NICU) , Fortis Memorial Research Institute, Gurgaon for 10 months ( but No Work Experience Certificate)

Currently working with Portea Medical as Assistant Manager-Customer Support/Operations- Delhi NCR from 1st December 2015 till date.

**PROFESSIONAL EXPERIENCE**

**Assistant Manager –Operations & Customer Support at Portea Medical, Delhi- 1st December’15 to till date**

**Job Responsibilities-Customer support**

* Handling customer escalations and Doing Root cause analysis and CAPA Interpersonal relationships relations
* Worked as Customer relations officer also.
* Visiting the customer’s place and understanding requirement and expectation patients
* Handling Escalation and coming with possible outcomes
* Doing customer satisfaction survey related to Long term nursing and Nursing Attendant services
* High level coordination with various departments, product managers, service managers, ops team, field coordinators & medical team
* Daily tracking , follow up & resolve every concern from customer
* Put efforts indirectly result in up-sale; cross-sale and referral leads (Would indirectly support our re-engagement efforts).

**Job Responsibilities-Operations**

* Managing Nurse and doctor’s with daily activity and assignment for Long term nursing and Doctor visits
* Managing as SPOC for many corporate Medical room Mangement tie ups (AMEX, Vodafone, Orange etc.) .
* Conducting Training sessions for team member.
* Handled more than 80 nurses in Delhi-NCR.
* Medical assessment of each services were identified and fitment of services were done.
* Managed operational Challenges in terms of costing and resources.

**Management Consultant at Octavo Solutions Pvt. Ltd, Delhi**- 26th February 2015 to 25th November’15.

**Job Responsibilities**

* Coordination and Support to the onsite consultants in implementing the Accreditation program. (Gap Analysis of 110 District Hospitals of Uttar Pradesh in context of NABH- A project of World Bank with Uttar Pradesh Government).
* Monitoring of 23 Government Hospitals in Uttar Pradesh (NABH accreditation project). (Main Project handled )
* Providing technical solutions for the process of NABH accreditation to our clients (Mata Chanan Devi Hospital)
* Gap Analysis of the hospitals and formation of Gap Reports. This Includes identification of Structural, Process and Outcome gaps.
* Preparing Time Bound Action Plan (TBAP).
* Smoothen the functioning of all departments- Clinical (Wards, I.C.U., Laboratory, Radiology, Emergency etc.) and Non- Clinical (HRD, Medical Record Department, Front Office etc.)
* Formulation of various Policy and Procedures in Hospitals as per NABH standards and ensure the implementation of the same.
* Development of Forms and Formats for documentation of Hospitals.
* Maintain Compliance with National, State and Local Regulatory Requirements.
* Monitoring, Evaluation and Improving the Clinical and Non Clinical Key Performance Indicators under NABH and preparing Monthly/ Quarterly and Yearly report of Hospital Progress.
* Work on TNA and schedule various On-job trainings for Doctors, Nurses and other staff.
* Organizing and Conducting training programmes on clinical and administrative processes under NABH for medical and paramedical staff (Infection Control, Operation Theatre Management, Radiation safety, Hospital safety, Disaster management, Bio-medical waste management, Medical record management, Linen and Laundry management, Inventory and Store management, Housekeeping services, Ambulance services, Fire management, etc.).
* Assist in selecting, managing and leading Cross- functional Committees and teams to analyze performance data against defined parameters.
* Collect data on actual performance and evaluate the degree of conformity to the standards through audits.
* Establish Continuous Quality Improvement activities across the departments of the Hospitals.
* Conducting mock drills (Fire, Cardiac arrest, Disaster etc.) for preparedness of Emergency situations.
* Guide in overall Quality Improvement and achievement of Accreditation.

**PROJECTS UNDERTAKEN**

**Projects during Post Graduation Curriculum**

* Activities Completed During MBA in Health Management
* 45 days internship at Indian Spinal Injuries Centre, New Delhi as a part of summer internship on the topic “ A study to assess the level of Employee Satisfaction in ISIC,
* New Delhi.”
* Health planning project on Maternal Education on Breast feeding techniques and weaning

Project name - NAVJOT

Population coverage: Sangam Vihar

Using Logical Framework Analysis conducted street walk to make chappati diagram, identify stakeholders and their problems and then formulated strageties to solve the problems by linking with our objectives.

* Proposal for data collection agency for health and nutrition in Bihar

Using formative research design, a proposal was made for concurrent monitoring of health and nutrition in Bihar.

The proposal included the mapping, strategy, staff administration and budget allocation for the project.

**EDUCATIONAL BACKDROP**

**PROFESSIONAL QUALIFICATION**

**Completed B.Sc (Hons.) Nursing** from **Rufaida College Of Nursing, Jamia Hamdard, New Delhi-110062**

|  |  |  |  |
| --- | --- | --- | --- |
| SNO | YEAR | YEAR OF PASSING | PERCENTAGE |
| 1. | 1ST YEAR | 2009 | 70 |
| 2. | 2ND YEAR | 2010 | 72 |
| 3. | 3RD YEAR | 2011 | 68 |
| 4. | 4TH YEAR | 2012 | 78 |

**POST GRADUATE QUALIFICATION**

**Completed MBA (Health and Hospital Management** 2013-2015**)** from **Jamia Hamdard** **University,** New Delhi. And specialization in Health Management

|  |  |  |
| --- | --- | --- |
| SNO | YEAR | PERCENTAGE |
| 1 | 1ST SEMESTER | 77 |
| 2. | 2Nd SEMESTER | 76 |
| 3. | 3rd SEMESTER | 78 |
| 4. | 4 TH SEMESTER | 75 |

**IT FORTE**

* Operating System: Windows (XP, 7 and 8), Mac.
* MS Office Tools: MS Word, MS Excel, MS Power point.

**Languages Known**: English, Hindi and Malayalam