



SUBIRKUMAR MISHRA

**Hospital Operations/Floor Management/Patient Care Services/
TPA & Corporate Billing / Facility Management**

(Bachelor of Arts & Post Graduate Diploma
in Hotel Management) Mo: -9687194605

E-Mail: subirkumar76@gmail.com/subirkumar2008@yahoo.com

Carrier Objective:

I have expertise over 18 years in the Field of Hotel & Medical Operational Administration Seeking Administrative/Operations Position with a company that will allow me to completely utilize my Communicational , Organizational decision making and Problem Solving skill ,

Key Skill:

- Handling and coordinating day to day activities pertaining to International customers.
- Front Office-OP, IP, TPA, Helpdesk, HCU, telecom systems.
- Supporting International customers with Legal Clearances & other operational requirements.
- Co-ordination for customers with housekeeping and maintenance department for ensuring
- Smooth Customer Care management and related to daily operations.
- Attending customer's complaint and resolving their related issues.
- Managing Hotel Bookings, Hotel / Airport transfers & travel bookings.
- Conducting soft-skill trainings for the reception.
- Ensuring delivery of quality care to customers.
- Maintaining daily MIS, monthly reports, etc.
- Ensuring proper reception—Telephone etiquettes, reception norms and reports.
- Organizing reception team meets to analyze, deliberate and act upon the customer's feedback.
- Service delivery modules—HIS , implementation, Update the packages and charges of different Procedures

Professional Experience:

Organization	Designation	Duration	Total Years of Working
BIMS Hospitals, Bhavnagar Gujarat	General Admin	April 2019 to TILL Date	Continue
Boneilspat Pvt. Ltd, Rourkela, Odisha.	Sr. Officer- Public Relation	Nov 2017 to March 2019	1 Years 4 Month
Wockhardt Heart Hospital Surat, Gujarat.	Credit Officer	Sept 2016 to Sept 2017	1 Years
Hanumant Hospital {Managed By Narayana Health}, Mahuva, Gujarat.	Executive-TPA & Patient Relations	May-2016 to Aug-2016	4 Month
M/S. Surendra Singh Rathore {Civil Construction} N.I.T Campus, Rourkela, Odisha.	Public Relation Officer	Jan-15 to April-2016	1 Years 3 Month
Narayana Hrudayalaya Hospital – Ahmedabad, Gujarat.	Executive-Admin & International Patient Relations	Oct-11 to Dec-14	3 Years, 01 Month
Wockhardt Hospital. – Bhavnagar	H.O.D. in Customer Care Dept.	April-08 to Sept.-11	03 years, 06 months
Nilambag palace hotel, Bhavnagar, Gujarat.	Front Office Executive	Dec-05 to March-08	03 years
Hotel Sandy Resorts, Daman, Union Territory	Receptionist	Jan-04 to March-05	01 year
Clark Bundela, Khajuraho, M.P	Asst. Captain	April-98 to March-2000	02 years

Current Profile:

- My key role is to plan, direct, coordinate and supervise the floor operations of the hospital.
- I am aware about hospital mission, vision, goal and non – clinical affairs.
- My responsibility is round the clock floor operations of BIMS hospital. I am assign to take rounds and closely observe the work of each concerned subordinate team members.
- I am directly leading the following department works:
 - Housekeeping - BMW – Linen Supervisor, Security Supervisor (from agency), Housekeeping supervisor, Night Admin and Canteen (food services).
 - I am taking daily work reports from all the above mentioned subordinates.
- My key role is to work and coordinate with chief medical admin and nursing incharge to maintain smooth functioning of patient care services. I am constantly keep in touch with Manager (facility management) to keep all the facilities of floor up to date on daily basis.

- Staff planning, discipline and schedule plane of every month, update management about any necessary requirement or changes needed in facility or operations.
- I have to check duty timetable and staff list of working HK and security staff from service provider and daily cross check their staff numbers duty wise and immediately update if quantity or quality of work is compromised.
- I am checking daily work of my subordinates to do biomedical waste segregation properly managed and disposed at all the level and daily register is maintained for it.
- Linen and other stock should be maintained at regular interval and laundry services should be regularly audited.
- I have to manage duties of the Line Manager during my absences.
- To supervise in administration and co – ordinations of hospital activities.
- To consult with and advises departmental needs on problems relation to operations of the hospitals.
- To recommend changes in administrative policies so as to carry out objectives of the hospital more effectively. To recommend improvement of hospital facilities, including construction or renovation of structure and purchase of new equipment based on personal inspection of premises, consideration of hospital policies, knowledge of community needs and resources.
- To assist the Medical Superintendent to arrange clinical meetings and any such events either for disciplinary actions for misbehavior of staff.

Educational Qualification:

Degree	University	Pass out Year	Percentage
Diploma in Hotel management	OIHM-Orissa	1996	1st Class
Specialization in Restaurant service And menus	London college of management – (LCM)	2008	Pass
Bachelor of Arts	Sambalpur University- Orissa	2002	Pass

Personal Details:

FARHER'S NAME	: LATE MR. BASANTAKUMAR MISHRA
DATE OF BIRTH	: 11 TH MARCH, 1976
AGE	: 43 YEARS
SEX	: MALE
MARITAL STATUS	: UNMARRIED
LANGUAGES	: HINDI, ENGLISH, GUJARATI, ODIA, BANGALI
PERMANENT ADDRESS	: HOUSE NO A/138, SECTOR-14, ROURKELA, ODISHA 769009

Bhavnagar

Date:

Subir Kumar Mishra