

DEVESH PANDEY

Admin/Operations/Manager

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India, GORAKHPUR, 778 krishna nagar private colony near, 273004



PROFESSIONAL SUMMARY

I am an experienced Admin professional with 5 years of work experience in the field. I have a proven track record of providing administrative support to senior management teams, managing daily operations and implementing process improvements. My strongest qualities are my excellent communication skills, organizational abilities, and ability to manage multiple tasks efficiently. My key achievements include streamlining office procedures and reducing costs, successfully supervising and training employees, and creating a new filing system that increased efficiency by 25%. My exceptional attention to detail and problem-solving skills make me an ideal candidate for any Administrative role.

EDUCATION

2020 - 2022

MBA

Swami vivekanand Subharti university. / India, Meerut

MBA with dual specialization in finance and Production and operations management. Major subject -

- Strategic Management
- Retail Management
- Management of Working Capital
- Security Analysis & Portfolio Management
- Material Management
- Maintenance Management
- Entrepreneurship Development
- Management of Financial Institutions & Services
- Corporate Financial Restructuring
- PRODUCTION PLANNING AND CONTROL

EXPERIENCE

2019 - 2023

Administrative officer, P.R

Guru Goraknath chikitsalya / India, Gorakhpur

During my time as an Administrative Officer, P.R at Guru Goraknath chikitsalya in India, I was responsible for coordinating and managing various administrative tasks, as well as handling public relations for the company. This role allowed me to utilize my strong organizational skills and communication abilities to contribute to the smooth functioning of the company.

- Coordinated daily administrative tasks
- Managed public relations for the company
- Utilized strong communication skills
- Contributed to smooth functioning of company
- Looking over the timing of staff that whether the staff is coming on right time or not.
- Operation of ambulance which include maintenance of ambulance and supervision of driver.
- HR which includes maintaining detail record of each employee resident medical officer and consultant offices of Hospital.
- Supervision of Store(store-keeper) in the hospital stock necessary items which are needed for running a hospital on daily basis.
- Repair and maintenance of hospital building.
- Supervision of plumbing staff electric staff office staff.
- Round of hospital on daily basis.
- Feedback from the patient who are admitted in the hospital to see that whether they are getting the proper medical care nursing care.
- Supervision of oxygen plant.
- Communication with consultant at regular interval to look that whether they are facing any difficulty in their working in such case we request

2022 - Now

MBA (Health care management)

Suresh gyan vihar university / India, Jaipur
Perusing 4 semb. specialization in Health care management.

Mejor subject -

- Business Policies and Strategia Manage-ment
- Entrepreneurship and innovation Manage-ment
- Hospital Planning and Management
- Hospital Services Quality Management
- Personal Care Management

2014 - 2016

M.com

Deen Dayal Upadhyay Gorakhpur University / India, Gorakhpur

2011 - 2014

B.com

Deen Dayal Upadhyay Gorakhpur University / India, Gorakhpur

SKILLS

- | | |
|--------------------------|-------------|
| • Organizational Skills | Expert |
| • Administrative Support | Expert |
| • Problem-Solving | Experienced |
| • Decision-Making | Experienced |

PERSONAL INFO

- Date of birth: 6 December 1995
- Place of birth: Gorakhpur
- Nationality: Indian

consultant to write the matter on demand register which be put to higher authority for approval.

2018 - 2019

**Advisor Health care Transaction Process
IBM(cocentrix) / India, Delhi**

Client: Aetna (U.S.A)

- Work on all weekly update which relate to E- policies (Aetna specific claim policies).
- Daily and monthly basis review and discussion with manager and client (Aetna – USA).
- Coordinate with other team & client for daily report corrections and update.
- Assist in developing recommendations for improvements to the claim pro-cessing system.
- Good hand & knowledge with “Rumba Software” in clam processing and handling.
- Gathers information, produces and updates all reports and also assists with data management team to support the achievements of department objectives.
- Communicate identified trends to the Claims Department Supervisor for use in development of provider training programs.
- Handle both hospital and medical claim for Aetna .
- Work on all project maintenance request given by Manager.
- Responsible to meet all production/quality goal set by department