



Arpit Sharma

+91-9462126633

Permanent Address: - "Sharma Clinic", Pasand Nagar, Kotra,
Near RIE, Ajmer - 305004 (Rajasthan)

Email: - **mr.arpitsharma89@gmail.com**

CAREER OBJECTIVE:-

Looking for a job position with the opportunity to work with other administrators to improve service and the reliability of the assigned information system. Dedicated leader equipped with advanced technical skills and mind-set.

Work Experience: - (10 Years and Counting)

- Currently working in **MARBLE CITY HOSPITAL, KISHANGARH (100 Bedded Entry Level NABH) as ASSISTANT MANAGER** (08 December 2020 to till date).

Job Responsibilities:-

- ⇒ Managing the entire work of Billing and Cashless Department, IT department, HR department, Counseling of patients, Quality Control, Liaising in government department
- ⇒ Worked as coordinator in COVID phases II
- ⇒ Manage operational and administrative issues within the hospital under consultation with directors
- ⇒ Work with quality department in close coordination to ensure & implement NABH quality standards
- ⇒ Conduct regular multidisciplinary rounds of all hospital wards & other departments
- ⇒ Conducting medical audits on regular basis & ensure that SOPs are in place for effective patient care
- ⇒ Daily interaction with consultants, managers, staffs and patients to attain quality of work
- ⇒ Audit of Final bills of discharged patients
- ⇒ Responsible for handling the TPA claims and payment settlement
- ⇒ Conducting training programs and seminars

- Worked in **SHREE SIDDHI VINAYAK HOSPITAL, BHILWARA (100 Bedded Entry Level NABH) as HOSPITAL MANAGER** (18 March 2020 to 05 December 2020).

Job Responsibilities:-

- ⇒ Managing and supervising the overall administrative activities of the hospital
- ⇒ Worked as coordinator in COVID phase I
- ⇒ Coordinate with directors regularly to assess and improve processes and policies
- ⇒ Interdepartmental coordination for carrying out various operational activities
- ⇒ Confidentially and running regular checks on networks and data security

- ⇒ Control of front desk/ Nursing Station/ Pharmacy as well as identifying and acting on opportunities to improve and update software and systems
- ⇒ Developing and implementing SOPs and IT policy and best practice guides for hospital and conducting regular system audits of software
- ⇒ Running and sharing regular operation system reports with senior staff
- ⇒ Builds alliances and partnerships with other alliance partners
- ⇒ Authenticate and monitor internet users to access the internet wherever authentic
- ⇒ Oversee reporting, Planning auditing of software / CCTV as well as ensure all regular documents and monitor compliance of software
- ⇒ Promote hospital culture that encourages top performance and high morale
- ⇒ Schedule regular maintenance and cleaning of facilities
- ⇒ Conducting training in various departments according NABH policies
- ⇒ Ensuring the renewal & updating of hospital records from time to time
- ⇒ Working on documentation part and other requirements to get NABH accreditation
- ⇒ Roster preparation for front office executives and handling manpower management with coordination with HR department
- ⇒ Query handling of patients and their attendants for satisfaction
- ⇒ Managing overall IT department i.e. software, hardware, networking and database with respective vendors

- Worked in **BHANDARI HOSPITAL & RESEARCH CENTRE PVT. LTD., JAIPUR (150 Bedded Fully NABH)** as **IT & FRONT OFFICE MANAGER** (10 May 2019 to 17 March 2020).

Job Responsibilities:-

- ⇒ Managing complete ERP software, RAID Server Systems & Virtual System
- ⇒ CCTV camera installing & monitoring (NVR/DVR)
- ⇒ Managing IIS server, File server, NAS to maintain data over network
- ⇒ Configuring & troubleshooting routers, managed switches & firewall
- ⇒ Software implement according to Empanelment & Renewal of MOUs
- ⇒ Responsible for making monthly consultant share sheet according to MOUs
- ⇒ To ensure virus free systems with antivirus & firewall
- ⇒ Installation and maintenance of LAN system and to keep liaison with ISP/AMC agency
- ⇒ Update Web Pages in conjunction with M.D. and with Web Designer for timely renewal
- ⇒ Controlling E-mail accounts related queries, answers etc.
- ⇒ Controlling Central Nursing System (CNS) and networks
- ⇒ Management of staff of Cashless dept. i.e. ESIC, TPA, CGHS, ECHS, NWR, etc.
- ⇒ Responsible for Final bills auditing of discharged patients
- ⇒ Counseling of patients according to care plan
- ⇒ Responsible for handling the TPA claims and payment settlement
- ⇒ Responsible for Refund, Cancellation, Voucher Verification

- ⇒ Impart training to all staff in reception/TPA for software issues, correct billing, etc.
- ⇒ Monitoring of complaints in complaint register
- ⇒ To monitor & manage shifting of any IT system with permission of competent authority
- ⇒ Attend all troubleshooting, configuration of network/ hardware components
- ⇒ Authenticate & monitor internet users to access the internet

- Worked in **AMRITANSH TECHNO INDUSTRIES**, Ajmer as **OPERATION MANAGER** (18 August 2017 to 09 May 2019)

Job Responsibilities:-

- ⇒ Ensure that all workings are manufactured in a correct, cost effective and timely manner in alignment with specifications and quality requirements
- ⇒ Oversee overall daily operations i.e. purchasing, production, quality control, invoicing, transportation
- ⇒ Checking out purchase materials and manage relationships with vendors
- ⇒ Maintain all data of production, financial, expense, sales and use them to improve profitability
- ⇒ Manages recruitment, wages, contract labour, according to the client order
- ⇒ Managing in-house machines and IT systems ensuring that they are fit for purpose

- Worked in **MARBLE CITY HOSPITAL (100 Bedded Entry Level NABH)**, Kishangarh as **SYSTEM ADMINISTRATOR** (07 July 2013 to 17 August 2017) and also worked as **Cashless coordinator** (TPA, ESI, BSBY).

Job Responsibilities:-

- ⇒ Responsible to install, set up, maintain network and also configure the peripherals, cabling and equipment according as per the requirement
- ⇒ Monitor whether all the components are available for successful communication including ICU monitoring system
- ⇒ Maintaining and monitoring the backup network, hardware, software, files on regular basis
- ⇒ Timely analyse whether any repairs or replacements is needed
- ⇒ Managing database of hospital management software & pharmacy software on server machine
- ⇒ Correction & modification in hospital softwares with software vendor
- ⇒ Configuring & troubleshooting Netgear, D-Link, and Mikrotik routers
- ⇒ Configuring & troubleshooting Switches
- ⇒ Troubleshooting OS issues, updating all software & Antivirus levels on all systems
- ⇒ Installation and maintenance of OS with all types of software on all systems & server
- ⇒ Troubleshooting Internet issues with ISP
- ⇒ Remote control access & LAN monitoring
- ⇒ Maintaining, troubleshooting & sharing the network printers & systems
- ⇒ Configuring & troubleshooting Microsoft Outlook accounts
- ⇒ Purchasing of IT Equipment and software in line within agreed budgets
- ⇒ Managing user accounts and giving share & security level permissions
- ⇒ Installing, networking, configuring & troubleshooting CCTV camera & DVR & supporting software with remote viewing on mobile

- ⇒ Installing, configuring & troubleshooting Wireless Networking (Wi-Fi), wireless devices and projector
- ⇒ Providing internet Facility through LAN & WI- FI
- ⇒ Maintenance of fingerprint hardware, software backup, Database and IP management

Additional Responsibilities:-

- ⇒ OPD/IPD billing supervision
- ⇒ Supervision of all TPA Insurance cases and cashless cases
- ⇒ Responsible for empanelment between hospital & any TPA
- ⇒ Responsible for handling the TPA claims and payment settlement

EDUCATION (ACADEMIC CREDENTIALS):-

DEGREE/CLASS	COLLEGE/SCHOOL	BOARD/UNIVERSITY
Master of Computer Application (M.C.A.)	Govt. Engineering College, Ajmer	Rajasthan Technical University, Kota
Bachelor of Computer Application (B.C.A.)	Bhagwant University, Ajmer	Bhagwant University, Ajmer
12th (Science-Biology)	Private	Central Board Secondary Education (C.B.S.E.)
10th	B.M.P.S.	Rajasthan Board Secondary Education (R.B.S.E.)

COMPUTER SKILLS:-

LANGUAGES:- C, C++, VISUAL BASIC 6, HTML

DATABASE:- MICROSOFT SQL SERVER, ORACLE, MICROSOFT ACCESS

O.S. PLATFORMS:- MICROSOFT WINDOWS, MICROSOFT SERVER, LINUX, ANDROID

SOFTWARE SKILLS:-

- A. Microsoft Office
- B. Basic Corel Draw & Adobe Photoshop
- C. Remote Control software
- D. Equity trading /Odin diet software

HARDWARE SKILLS:-

- A. Installation & Assembling
- B. Trouble Shooting
- C. Advanced Networking

CERTIFICATES:-

- A. A PARTICIPATION CERTIFICATION ON “COVID CLINIC SAFETY” BY MANKIND AND PARTNERS AIIMS/NRSI/ADAMS.
- B. A CERTIFICATION BY FIRST NATIONWIDE BIOTECHNOLOGY OLYMPIAD HELD IN INDIA & ABROAD, SPONSORED BY EDUSYS (EDUHEAL FOUNDATION) DELHI.
- C. A PARTICIPATION CERTIFICATE BY RAJASTHAN PATRIKA IN “COMPUTER HARDWARE COURSE” AT PiE (PATRIKA IN EDUCATION) SUMMER SCHOOL.

- D. A PARTICIPATION CERTIFICATE BY GOVT. ENGINEERING COLLEGE, AJMER in one day workshop on “WIRELESS TECHNOLOGIES” on 1st October 2011.
- E. A PARTICIPATION CERTIFICATE BY GOVT. ENGINEERING COLLEGE, AJMER FOR TWO DAYS ON “NETWORK SIMULATOR-2” HELD ON 5TH & 6TH APRIL 2013.
- F. A PARTICIPATION CERTIFICATE OF TWO DAYS IN NATIONAL WORKSHOP ON “SOFTWARE TESTING: TOOLS & TECHNIQUES” AT UNIVERSITY OF KOTA ON 26-27 APRIL 2013
- G. A PARTICIPATION CERTIFICATE OF TWO DAYS IN NATIONAL WORKSHOP ON “GLOBAL INTERNET GOVERNANCE- OPPORTUNITIES AND CHALLENGES” AT UNIVERSITY OF KOTA ON 11-12 APRIL 2014.
- H. A PARTICIPATION CERTIFICATE OF ONE WEEK NATIONAL SCHOOL ON “RECENT COMPUTATIONAL TRENDS & TECHNIQUES IN COMPUTER SCIENCE” HELD FROM 08 OCT TO 15 OCT 2014 ORGANIZED BY DEPARTMENT OF COMPUTER SCIENCE & INFORMATICS, UNIVERSITY OF KOTA.

PERSONAL DETAILS:-

LANGUAGES KNOWN	: English(R/W/S), Hindi (R/W/S) & Regional(S)
Father's Name	: Dr. Rajendra Kumar Sharma (C.M.O.)
Mother's Name	: Mrs. Maya Sharma (House-Wife)
Spouse's Name	: Mrs. Neha Vyas (House-Wife)
DATE OF BIRTH	: 11 March 1989 (Saturday)
Blood Group	: B +ve
Marital Status	: Married (21 st Nov 2016)
Gender	: Male
Nationality/ Category	: Indian/General
Passport	: Ready
STRENGTH	: Creative, Fast Learner, Smart-Worker, Honest
Hobbies	: Listening music, reading blogs, watching documentary movies & making new good friends, any creative work on computer, travelling adventure/religious destinations.

DECLARATION:-

I HEREBY DECLARE THAT ALL INFORMATION STATED ABOVE IS TRUE, COMPLETE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. I AM WILLING TO SERVE NATIONALLY.

ARPIT SHARMA