



Sourav Gupta

B.H.M (WBUT), PGDHM & PGDMLS (Pune Symbiosis)

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A Post Graduate in Hospital Administration (pursuing) from Pune Symbiosis with B.H.M. From WBUT with more than 8 years of experience in in Operations, Administration & Quality in Hospital.

PROFILE AT A GLANCE :

- Dynamic, enthusiastic experienced professional with exposure in Hospital administration and quality.
- Ability by making a beautiful effective team towards the organizational growth .
- Multi-tasking ability and equally flexible in any department.

PROFESSIONAL EXPERIENCE :

New Delhi Centre For Sight Limited

Aug'2020 – Till date

(A Mahindra Collaboration)

Deputy Manager Operations (Operations) :

- Report regularly to the Vice President on business plan execution, revenue/financial results and operational issue.
- Manage operations, staffing, customer service, expenditure & accounts, statutory compliance and Purchase , security & safety.
- Build business through his Optical sales executive & Marketing Executive – run community camps, health awareness programmes, enrollment drives, attract leading consultants to practice at the clinic, etc.
- To solve daily operational issues, HR, sales , etc.
- Patient foot fall Management in the center.
- Monitor and deliver on customer & Doctor's satisfaction.
- Provide excellent customer service, manage all external & internal relations and promote a sales and service culture through personal example, coaching and staff motivation.
- Execute customer's complaint with various department and in stipulated time on everyday basis.

Medica Superspecialty Hospital, Kolkata

May'2016 – August'2020

(A unit of Medica Hospitals Pvt.Ltd)

Assistant Manager - Operations :

- Coordinate daily customer service operations.
- Maintains a safe patient and work environment.
- Taking care of critical care area's (CCU, HDU, Neuro ICU,PICU) all operations issues and If required organizing a medical board with help of Medical Administration Team & Department Consultants.
- Responds to and handles patient complaints with respective department.
- Track the progress of weekly, monthly, quarterly and annual objectives.
- Evaluate employee performance and identify hiring and training needs.
- Supervise and motivate staff to perform their best.
- Make sure all employees adhere to company's policies and guidelines.
- Coordinating with maintenance department for their pending work & upcoming work details.
- Daily organizing a departmental huddle with respective areas with department HOD's and Vice President Operations.
- Day manager duty (Manager on duty) and run the hospital.
- Handle the COVID patient's and their relative's for admission procedure with proper counselling during as a Manager on duty.

Genome The Fertility Center

Feb'2016 – April'2016

(A Unit of Ambuja Neotia Healthcare Initiative limited)

Center Head (Administration) :

- Report regularly to the Regional Head and COO on business plan execution, revenue/financial results and operational issue.
- Manage operations, staffing, customer service, expenditure & accounts, statutory compliance and security & safety.
- Build business through his sales executive – run community camps, health awareness programmes, enrollment drives, attract leading consultants to practice at the clinic, etc.
- To solve daily operational issues, HR, sales, etc.
- Patient foot fall Management in the center.
- Monitor and deliver on customer & Doctor's satisfaction.
- Provide excellent customer service, manage all external & internal relations and promote a sales and service culture through personal example, coaching and staff motivation.
- Consultant attrition & Doctor Retention and Engagement.
- Responsible for staff scheduling to include work assignments/rotations, employee training, employee vacations, back-up for absent employees, shift rotation, etc.

Vasan Eye Care Hospital

Dec'2012 – Feb'2016

(A Unit of Vasan Health Care Pvt Ltd.)

Operations Manager :

- Make a beautiful team building and motivation towards organization growth.
- Make a proper planning towards marketing and branding for a healthy business.
- Establish a correct statically data for current business and also present a comparison study

With previous milestone points.

- Making target to all departments and present a P&L data to my immediate hierarchy.
- Staffs performances, attendance, salary and incentive.
- Reduce financial outstanding and increase turnover.
- Planning proper orientation, conduct various training programme, CME programme etc

Which make continuous up gradation of our knowledge towards benefit of organizational Growth.

- Conduct periodical HOD meeting and Doctor meeting with proper minutes and specific Agenda.
- Handle crisis management.

RG Stone Urology & Laparoscopy Hospital, New Delhi

Nov'2011 - Dec'2012

Sr.Executive Operations :

Branch operations responsibility like:

- 1) Floor / Facility/ Corporate administration
- 2) Financial counseling.
- 3) Night and day MOD.

Floor / Facility / Corporate administration

JOB RESPONSIBILITIES

- Floor & Facility -
 - 1) Taking bed to bed round with RMO and nursing incharge and ensures about patient safety.
 - 2) Making coordination in between Surgeons and other assisting staff.
 - 3) Corporate patient documentation to check up for their IPD & OPD facilities as they have.
 - 4) Try to solve all type of patient quarries and trying to educate them about hospital service.
 - 5) Taking care of facility department.
 - 6) Taking care of hospital licenses part (new apply & Renewal).
 - 7) Arrange ambulance for patient care service.
 - 8) Distributing manpower according to the requirement.
- Corporate patient Service -
 - 1) Have several corporate, TPA and Insurance person contacts.
 - 2) Corporate Tie Up administration

3) As per MOU the bill preparation and their settlement and payment follow up.

➤ FINANCIAL COUNSELOR

JOB RESPONSIBILITIES

- Giving estimate of various surgeries to patients and counseling them on the financial part so that they can be converted as In-patient.
- To help the patients with flexible ideas so that it would be helpful for them to do the surgery.
- Analysis and follow up of patients.

Night MOD and day MOD

JOB RESPONSIBILITIES :

- Overlooking of entire hospital.
- Overlooking the organizational operations.
- Decision making
- Day MIS report to next hierarchy

OTHER RESPONSIBILITIES :

- Providing various management related statistics with relevant analysis associated with managerial decisions and business enhancement.
- Team member of the Quality Department.
 - Quality management issues handling of Operations department.
 - Identifying the financial quality indicators and monthly analysis.
 - Departmental audits, root-cause analysis and corrective action taken.
 - Safety audits and mock drills.

BGS Global Hospital (Global Hospital Group) Bangalore July'2009– June'2011

Administration Executive :

JOB RESPONSIBILITIES

- Front Office query handling.
- Billing operation and cash handling
- Insurance documentation process and its follow up for payment.
- Floor, IPD & OPD management.
- OT Booking and its scheduling with counselors.
- Make a communication management between other departmental staffs with Doctors.

ACADEMIC AND PROFESSIONAL QUALIFICATIONS :

Name of the Examination Board/University Passed	Year of Passing
West Bengal Secondary Board Of Secondary Education Examination	2004

West Bengal Higher Council Of Higher Secondary Education Secondary Examination	2006
West Bengal University Bachelor in Hospital Management (BHM)	2009
Symbiosis University (Pune) PGDHM & PGDMLS (Pursuing)	2020

COMPUTER PROFICIENCY :

- **MS Office - Word , Excel and PPT**
- **Internet.**

PERSONAL DETAILS :

Date of Birth : Feb'3r^d, 1989

Sex: Male

Marital Status: Married

Date : 01/15/2021

Sourav Gupta
