

ANANYA BISWAS

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I aspire to take up challenging roles in the organisation by applying skills and experiences gained over years and by learning more on the way, for business generation and profitability and to achieve both organisational & personal goals

PROFILE SUMMARY

- ♦ **19 years** experience in **Administration and Operations** in different industries
- ♦ **Over 12 years** experience in **Recruitment & Selection, Induction, HR Policies, Performance Appraisal, Employee Relations and Learning and Development**
- ♦ Adept at people management, negotiation skills, student & employee counselling, maintaining healthy employee relations, and administration and operations

KEY SKILLS

Administrative Skills	Operations Management	Performance Management
Contract Management	Recruitment & Induction	Housekeeping Management
Policy & SOP Preparation	Softskills Training	Business Process Improvement

STRENGTHS

Integrity
Creativity and thinking out of the box for effective working
Enthusiasm & positive attitude
Team person with Leadership skills for achieving team and organisation goals

WORK EXPERIENCE

- General Manager Operations (May 2024 – till date)**
Asst. General Administrator (Jul. 2014 – Apr. 2024) in KEM Hospital, Pune, Maharashtra (550+ beds)

Operations, General Administration, HR, Legal, Business Process Improvement, Housekeeping & Hygiene, Quality Assurance, Digitisation project

- Contract Management, Medicolegal case discussions and liaising with the lawyers
- Hospital Linen Management – Vendor management for purchase and of linen and laundry, stock taking
- Hostel Management for employees – Policy making, revamping facilities, streamlining processes, facilitating new acquisition of building for hostels
- Patients' food facility & Canteen Management – Vendor selection, contract management, quality control and audit
- Vendor Selection for various processes
- Content Management for monthly newsletter, marketing materials and hospital signages
- Content writing for Annual Report and other articles as and when needed
- Designing and planning departmental set ups with the Interior Designers
- Website planning and designing support to vendor with content management
- Managing the outsourced marketing team and in-house marketing & branding activities like posters, newsletters, awareness sessions, event management, TV screen slide contents, talk sessions, health day events etc.
- Covid-19 vaccination drive management

Human Relations (HR):

- Recruitment & Selection – an overall process management
- Instrumental in setting up the annual performance appraisal process implementation, pre-employment health check
- Campus interviewing of nurses and pharmacists
- Induction and orientation process streamlining, content creation for Induction presentation
- Drafting and managing HR policies, SOPs for NABH & ISO 9001
- Designing HR forms and formats, HR policies, Service handbooks, HR manual, drawing up KRA & KPIs
- Credentialing and privileging of employees including doctors
- Exit Interview process management & analysis
- Arranging team activities, Annual Day, Annual Dinner Night and other occasions in the hospital
- Encouraging open door policy and creating an environment of discussion and resolution of conflicts
- Manpower retention and employee engagement activities

Learning & Development (L&D):

- Setting up of the department activities and overall supervision of L&D activities for all nursing, paramedical, housekeeping and admin staff members
- Introducing TNI, TEM and other processes with related forms and formats as per NABH guidelines
- Introducing the concept of continuous learning through on-job and classroom sessions
- Engaging external trainers for training of members
- Introducing Spoken English certification course and soft skills training
- Document control for L&D Department

2. General Manager (Nov. 2009 – May. 2012) in Ankleshwar Research & Analytical Infrastructure Ltd. (ARAIL) in Ankleshwar, Gujarat

Administration:

- Introducing occupational health and safety systems: by implementing OHSAS 18001 in the company
- Vendor management: Contract creation and overall liasing and control
- Maintenance management : Initiating annual rate contracts and annual maintenance contracts for laboratories, building and office equipments for their maintenance, upkeep and repairs
- Legal and statutory documents maintenance including licenses in hard copies and also through e-filing procedure
- Inventory management : Inventory control, stock taking daily and periodically, procurement of materials and equipment as per purchase procedure
- Travel Desk & Front Office management, Surveillance checks
- Outsourced work management : Housekeeping and Green belt Management, Security services for the company
- Financial management : Account keeping and transaction monitoring, preparation of financial statements (MIS, cash flow statements) and periodical submission of financial reports to management (P/L account and balance sheet)
- Budgeting : Preparation of revenue and capital budget for the fiscal year
- Meetings and board activities : Preparing agenda, business reports, complying with statutory requirements through the Company Secretary, organising and minuting Executive Committee, Board Meetings, AGM, EGM etc.

Human Resource Management:

- Designing and implementing HR policies, Recruitment and selection end to end process management
- Evolved the performance management system and initiated performance counselling activities, introduced performance based annual increment system resulting in manpower retention
- Training and development: Introducing concepts of training need identification and tracking pre and post training skill enhancement and feedback mechanism
- Designing salary structure, streamlining salary disbursement process
- Monitoring of employee attendance, absenteeism, late coming, leave management, exit, disciplinary actions
- Administering statutory regulations like PF, ESI, PTax, Contract Labor etc.
- Initiating contract agreements with contractors and recruitment consultants
- Introducing and data management of policies, processes and work instructions

3. Supervisor – Front of House (Feb. 2008 – Oct. 2008) in Metro Cash & Carry India Pvt. Ltd., Hyderabad, AP and Kolkata, West Bengal

- Front Office management and customer handling
- Imparting training to the associates on Front-of-House activities, soft-skills, telecalling, software management in Kolkata branch

4. Coordinator – Operation Theatres, Cathlab (May. 2003 – Sep. 2006) in Apollo Gleneagles Hospitals Ltd., Kolkata, West Bengal (then 500 beds)

- Administrative management of 7 Operating Rooms with average 35-40 surgeries a day
- Coordination with all related departments and units from theatre booking to patient wheeling out
- Booking and scheduling of surgeries with smooth coordination and planning
- Generation of reports and statistical data on daily, monthly and annual basis as per requirement of JCI accreditation and maintenance data and documents for OT
- Preparation of OR policies (non clinical), SOPs, work instructions, job descriptions as per JCI accreditation norms
- Training OT nurses and technicians (approx. 70 personnel) on OT software module
- Monthly and annual stock taking activities
- Designed Cath lab procedure formats, regular reporting of cases
- Operating Ward module of HIS for patient data maintenance

5. Customer Service Executive (Jun. 2001 – May. 2003) in Rabindranath Tagore International Institute of Cardiac Sciences (RTICS)

- Patient Registration desk, OPD management, petty cash handling and enquiry handling, training new employees
- Liaising with support services like house-keeping, paramedics, maintenance, IT and pharmacy stores
- Scheduling cathlab procedures, preparation of procedure reports, discharge summaries, maintaining departmental records, daily/monthly reports, and monthly stock taking

6. Worked as Executive Coordinator – Projects (Voluntary work) (Jan. 2007 – Jun. 2007) in Catholic Mission Development Projects, Arba Minch, Southern Ethiopia

- Content creation for community development projects, site visit
- Fund raising activity with reports and on-site photography
- Budget and financial report preparation, meeting project team leaders and board of directors to discuss issues, assess and recommend various courses of action

EDUCATIONAL QUALIFICATION

PGDHA (Hospital Administration) from Apollo Medvarsity in 2013

PGDBA (Business Administration) - HR from Symbiosis Centre for Distance Learning in 2008

M.Com. (Accounts) – University of Burdwan in 2004

B.Com. (Accounts) – University of Calcutta in 2001

NOTEWORTHY MILESTONES

- Preparing policy manual for NABH Accreditation for HR and L&D Departments in KEM Hospital, Pune (2016)
- Leading the project for acquiring the BS-OHSAS 18001-2007 certification for ARAIL, Ankleshwar (2010)
- Preparing OHSAS Manual and got the company certified on OHSAS for ARAIL, Ankleshwar (2011)

- Active participation in the process of acquiring MoEF approval (2011)
- Designing of HR policies and introducing PF and ESI schemes in the organization (2010)
- Managed OPD for Dr. Devi Prasad Shetty in RTIICS (2002)

PERSONAL DOSSIER

Languages Known : English, Hindi & Bengali (Mother tongue)

Address : B-1104, The Leaf, Yewalewadi, Pune-48

Dated: 10th June, 2024
Place: Pune

ANANYA BISWAS