

RESUME

Monika Yogi

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6 years of success in inspiring teams and boosting performance through people focused colleague and **Hospital Operations Management**.

Seasoned health care Manager with the ability to balance strategic decisions and financial discipline with a hands-on approach to leadership-resulting in strong employee, Doctors coordination and patient satisfaction.

Engaging communicator and relationship builder with expertise in organization planning, vendor negotiations, team development, and increasing visibility of organization growth.

Core Strengths:

- Strategic planning and execution
- Team Building & People management
- Critical Thinking
- Culture development and refinement
- Health system optimization
- Issue analysis and resolution
- Revenue and growth planning

Work Experience

Currently working as **Deputy Manager** in **Hans Foundation Hospitals** at Uttarakhand since 4th April 2022 to till now.

- Handling operations of Hospital TPAs like Ayushman Bharat and other.
- Close monitoring of Ayushman Bharat process and continue follow up related with payments.
- Responsible for the day to day activity of hospital which align with patient care and organization goal.
- Identifying areas for cost optimization and implementing strategies to reduce

operational expenses.

- Collaborate with departments heads to ensure seamless coordination between clinical and non-clinic departments
- Analyzing Daily Patients Feedbacks and plan for improvisation
- Monitor a team which is convert doctors advise surgeries into paid surgeries and responsible for surgeries number contribution in total hospital surgeries.
- Reduced patient waiting time through implementing of new protocols.
- Coordinate with all the departments (Medical Quality, OT, Bed Management, Patient Services and Front Office etc.) on the behalf of Consultants to ensure smooth communication and speedy addressed of all the concern/focus areas.
- Co-ordinate with digital and media team for any kind of promotion CDR or pamphlet.
- Address patient concern and ensure a patient centric approach a care.
- Part of Event management committee.

Worked as **Administrator (Senior Operations Administrator)** in **Star Hospital** at Bhiwadi (Raj.) from July-2018 to March 2022.

Job role and responsibility:

- Responsible for developing innovation policies and procedures for the organization.
- Monitored and supervised the daily operations of medical care unit.
- Handled the tasks of implementing plans for health programs, services and quality initiatives.
- Prepared daily report of the staff and updated the same to the senior management
- Responsible for recruiting, hiring and evaluating the performance of medical staff.
- Analyzed and reviewed the activities of health care staff as well as improved the utilization of services.
- Handled financial operations like planning budget and authorizing expenditures according to the requirement.
- Coordinated in the activities of nursing, clerical, technical staff.
- Performed other administrative tasks as per requirement.
- Maximize efficiency of administrative processes by completing paper work in a timely manner and ensuring proper filling of every document.
- Optimize site processes to ensure high team performance.
- Work with team members to increase individual performance and set realistic improvement goals.
- Determine areas of improvement for cost control and initiate changes.
- Implement safety policies to reduce or eliminate incidents.

Worked as **Accountant cum Administrative** in **Narayan Hospital & Trauma Center**, Rudrapur (US Nagar) from July 2017 to May 2018.

Job role and responsibility:

- Handling accounts and also admin work. In Administration face Patients issues and other hospital staff grievances.

- Making Staff salary and consultants bills as per their terms.
- Maintaining Daily MIS report.
- Maintaining Cash Book, all the journals and Bank Reconciliation Statement on Daily Basis.
- Checking the financial position of the hospital.
- GST Return.
- Making revenue report of the hospital as well making individual revenue report of hospital consultants as per their cases done by them individually.
- Employed strong leadership skills to ensure efficient and effective utilization of corporate resources.
- Provided the latest up-to-date market information to staff and staff members.
- Directed and assisted the board in carrying out important functions such as strategic planning and advised members on various matters.
- Coordinated with other board member to establish various company mission and vision statements in addition to effective methods to achieve equilibrium between both.
- Planned, directed and controlled all functions of the hospital, monitored and evaluated the performance of the different department
- Supervised all fund-raising programs of the firm and assisted in planning several strategies.
- Maximized profitability by stream lining operation and reducing unnecessary cost.

Professional Qualification:

2015-2017 Haryana School of Business, Guru Jambheshwar University of Science and Technology, Hisar

Master in Business Administration (M.B.A)

Specialization – Finance

Result- 63%

- Ranked 16th in the entrance test conducted by the University for Admission in M.B.A Program.

2012-2015 Shree Aurobindo college, Delhi University, New Delhi

Bachelor of commerce (B.com).

Result- 68%

2012 The Presidency International school, Bhiwadi (Raj.)

Senior Secondary Education by Central Board of School Education (CBSE) Result-

75%

2010 M.L.P Senior Secondary School, Bhiwadi

School Education by Haryana Board of Secondary Education (HBSE)

Result- 84%

Extra-Curricular Activity:

- Attended a 2 days' workshop on '**Entrepreneur Skills**' by Mr. Paramjit Singh, principal director at RCED on 10th-11th March 2016.
- Attended a 1-day workshop on '**Stock Market**' by Share Khan on 5 Oct 2015.
- Attended **HSB 8th Annual National Conference on Business and Management held on Feb 10th-11th, 2016.**

Participation:

Participated in **Manthan-2016** organized by Haryana School of Business in association with Dainik Jagran Group on 9th March, 2016.

Volunteer Activities:

- Volunteered at HSB 8th Annual National Conference on Business and Management held on 10th-11th Feb, 2016.
- Volunteered at 'State Level Blood Donation Camp' held on 27th September, 2016.

Personal Details

Date of Birth: 06/06/1995

Languages Known: English, Hindi, Punjabi, Haryanvi

Sex: Female

Marital status: Unmarried

Permanent Address: Bhiwadi, Alwar, (Raj.)

Declaration

I am a confident person with creativity, new ideas and fresh approach. I have great energy and keen to do something innovative.

Date:

Place: Bhiwadi

(MONIKA)