



PANKAJ DEVRARI

Dpankaj1712@gmail.com 7088043901, 9058329917

29Yrs | Male

Results-driven **Healthcare Operations Professional** with over 5 years of progressive experience across reputed hospital chains including **Eye Mantra, Indira Gandhi Eye Hospital, Cloudnine, and Kanishk Hospital**. Currently serving as **Centre Manager** at Eye Mantra, Gurugram, overseeing end-to-end hospital operations including OPD, IPD, OT, Optical, Housekeeping, Vendor Management, Revenue, and Team Leadership. Proven track record of improving operational efficiency—**increased footfall by 22% and revenue by 13%** within six months at IGEHRC.

Holds an **MBA in Hospital & Healthcare Management** from Lovely Professional University, backed by hands-on internships and certifications from the **WHO, NABH, Alison, and NASBA**. Recognized for excellence in **resource management, patient engagement, and process optimization**. Skilled in **Microsoft Office, HIMS (Lifetrenz, DataMan), R-programming, Canva**, and more. Committed to driving patient-centric care through strategic planning, innovation, and quality service delivery.

QUALIFICATION	INSTITUTE	BOARD/UNIVERSITY	YEAR	CGPA
MBA (Hospital & Healthcare Management)	Mittal school of business	Lovely professional university	2020	7.0/10
B.sc (Medical Microbiology)	SBSPGI	HNBGU	2016	6.2/10
Intermediate (PCB)	Kendriya Vidyalaya	CBSC	2013	6.6/10
High school	Kendriya Vidyalaya	CBSC	2011	69.00%

EXPERIENCES

EYE MANTRA GROUP OF HOSPITAL	May'25- Currently	Centre Manager	Millennium City, Metro Station, Plot No. 561P, Sector 27, Gurugram, Haryana 122009
INDIRA GANDHI EYE HOSPITAL AND RESEARCH CENTRE	Oct'22-April'25	Assistant Manager Operation	Indira Gandhi Eye and Research centre Sector 62, Gurugram, Haryana 122002
KANISHK SURGICAL AND SUPER SPECIALITY HOSPITAL	Sep'21-Sep'22	Senior Executive Operation	I.S.B.T Road, Main, Haridwar Bypass Rd, Dehradun, Uttarakhand 248001
CLOUDNINE HOSPITAL	Dec'20-Aug'21	Guest Relation Executive	Sector 47, MSJ House Mayfield Garden, Sector 47, Gurugram, Haryana 122003

INTERNSHIPS

CLOUDNINE HOSPITAL	JUN'19 – JUL'19	TAT for discharge in IPD Department (Operation's Department)	Sector 47, MSJ House Mayfield Garden, Sector 47, Gurugram, Haryana 122003
PATEL HOSPITAL	DEC'18 – JAN'19	LAMA (Operations Department)	Civil Line, Jalandhar, Makhdoom Pura, Punjab 144001
MODERN DIAGNOSTICS	OCT'16 – APR'17	Microbiology and Pathology	Race Course, New Rd, Race Course, Dehradun, Uttarakhand 248001

ACCOMPLISHMENTS

CERTIFICATE OF APPRECIATION	Awarded for exemplary work in the field of Resource Management at IGEHRC.
CERTIFICATE OF APPRECIATION	Awarded for Outstanding Voluntary Service for the welfare of abandoned citizen at The Earth Saviour Foundation, Gurugram.
REVENUE AND FOOTFALL	Increase Footfall by 12% and Revenue by 10% in the first six month at IGEHRC.
MEDICAL TOURISM	Won Second Prize in Speech competition on Medical Tourism Day 2018 at Delhi
INDIAN SCIENCE CONGRESS	Won Second Position in Poster competition at 106th Indian science congress 2019 Organized by LPU.
NATIONAL SCIENCE SYMPOSIUM	Won Second Prize in 'National Science Symposium' organized by SBSPGI, Dehradun.

SOFTWARES

Microsoft office (34 WPM/ 90% Accuracy), R-Programming (Data Analysis), Lifetrenz, Data Man (HIMS). Canva (Graphic design), Lekhi Nayan.

CERTIFICATIONS

ETHICS AND GOVERNANCE OF ARTIFICIAL INTELLIGENCE FOR HEALTH	World Health Organization	Jan'25
PREMIERSHIP IN BUSINESS MANAGEMENT	Indian Council for Technical Research & Development	Oct'24
PATIENT SAFETY	National Accreditation Board for Hospitals & Healthcare	Sep'24
MANAGING HEALTH AND SAFETY IN HEALTHCARE	Alison	Sep'23
LEAN INVENTORY MANAGEMENT	National Association of State Boards of Accountancy	Aug'23
ISO 9001:2015 - QUALITY MANAGEMENT SYSTEM (QMS)	Alison	Sep'22

SKILLS

Leadership, CRM, Interpersonal skills, Media relations, Team management, Teamwork, Conflict Management, Financial Acumen, Flexible, Adaptability, Active listener, Technology Proficiency.

PERSONAL DETAILS

ADDRESS PERMANENT	Girish Chandra Devrari P.O/ Village Gwaldam H. No. 7, Colony, Gwaldam, Chamoli (India) - 246441
ADDRESS CURRENT	Global Hill View Apartments, Tower 5, Room No. 1207.
LANGUAGES KNOWN,	Hindi, English,
MARITAL STATUS,	Married
NATIONALITY	Indian
LINKEDIN	https://www.linkedin.com/in/pankajdevrari/

I certify that the above facts are true to the best of my knowledge and belief and I understand that I subject myself to disciplinary action in the event that the above facts are found to be falsified.

