

OBJECTIVE
To utilize my academic foundation in hospital administration, postgraduate diploma in human resources, and bachelor's degree in commerce, along with 1.8 years of experience in hospital operations, to streamline healthcare management, enhance organizational efficiency, and contribute to a patient-focused and growth-oriented healthcare organization.

EDUCATIONAL / QUALIFICATIONS			
College/School	Degree/ Class	CGPA (%)	Year
Uttaranchal University, Premnagar, Dehradun, Uttarakhand	Masters of Hospital Administration	9.25 cgpa	2025
Tezpur University, Napaam, Assam	Post graduate Diploma in Human Resources	6.00 cgpa	2023
Gauhati University, Guwahati, Assam	Bachelor of Commerce	5.50 cgpa	2018
Darrang College, Tezpur, Assam	Class XII – Assam Higher Secondary Education Council (AHSEC)	54%	2015
Emmanuel Christian High School, Tezpur, Assam	Class X – Secondary Education Board of Assam (SEBA)	60.1%	2013

WORK EXPERIENCE

Executive – Hospital Operations | Tezpur Institute of Medical Sciences, Tezpur, Assam | Nov 2021 – Jul 2023

- Managed daily hospital operations and staff coordination.
- Ensured compliance with healthcare regulations.
- Implemented workflow improvements and crisis management strategies.
- Contributed to enhancing patient satisfaction and service delivery.

INTERNSHIPS

Community Health Centre Posting (Internship), Sahaspur, Dehradun, Uttarakhand | Nov 21, 2024 – Jan 13, 2025

- Successfully completed a 45-day clinical posting at CHC Sudhowala, Dehradun.
- Engaged in primary healthcare delivery, patient interaction, and community health awareness programs.
- Gained practical exposure to rural healthcare systems and public health management strategies.

Intern – Hospital Operations, Max Super Speciality Hospital, Dehradun | July 1, 2024 – August 15, 2024

- Completed a structured internship program in the Department of Hospital Operations.
- Gained hands-on experience in operational workflows, patient services, and healthcare management practices.
- Worked under the guidance of experienced healthcare professionals to understand hospital administration processes.

Intern – Maternity and Child Health Wing, Kanaklata Civil Hospital, Tezpur, Assam | June 5 – June 19, 2024

- Completed a short-term internship focusing on maternal and child healthcare services.
- Observed healthcare delivery processes in a government hospital setting.
- Gained exposure to maternal health protocols, immunization programs, and patient counselling practices.

PROFESSIONAL SKILLS

Healthcare Management, Leadership and Team Management, Healthcare Policy Knowledge, Strategic Planning, Communication, Technology Utilization, Patient Relations, Adaptability, Time Management, HR Knowledge, Compliance & Accreditation

ACADEMIC DISSERTATION

Title: “Strategies to Improve Patient Satisfaction in Hospitals: A Study on Key Determinants and Best Practices”

Institution: Uttaranchal University, Dehradun | Year: 2025

- Conducted original research on factors affecting patient satisfaction in hospital settings.
- Analysed service quality, staff behaviour, communication, and infrastructure through patient surveys and interviews.
- Proposed practical strategies for improving healthcare delivery based on empirical findings.
- Focused on both public and private hospital frameworks, comparing best practices.

PUBLICATIONS AND PAPER PRESENTATIONS

“Public Perception about Healthcare Services: Government Hospitals vs Private Hospitals”, in the journal “IJARESM, Vol 12, Issue date November 2024.

“Exploring Anxiety in Individuals Aged 15–30: The Role of Academic and Professional Stressors and Evidence-Based Intervention” Published in: Journal of Neonatal Surgery, Vol. 14, No. 215 (2025)

ACADEMIC AND CO-CURRICULAR ACHIEVEMENTS

- **Awarded:** Recipient of the prestigious Anundoram Borooah Award by the Government of Assam in 2013 for excellence in academics.
- **Certified: National Cadet Corps 'C' and 'B' holder**, showcasing leadership, discipline, teamwork, and commitment through advanced training and community service.
- Represented the **Northeastern Region** in Table Tennis at the **NCC National Games 2014**, held in **Delhi**, demonstrating teamwork, dedication, and competitive excellence.
- Participated in the **National Integration Camp 2015** in **Satara, Maharashtra**, fostering teamwork, cultural exchange, and national unity.
- Secured **2nd Position in Weightlifting** at the **Sonitpur District Bodybuilder Association Camp** in 2017, showcasing strength, discipline, and competitive excellence.

CERTIFICATIONS

- **Effective Documentation and Hospital Management Training**
Parshiya Academy — April 2025
Completed a 21-day intensive training program focused on effective healthcare documentation practices and hospital management strategies.
Certificate No.: PA2025008
- **Lean Six Sigma White Belt – Management and Strategy Institute**
Certified on March 26, 2025 (Certificate No. 345546286)
Demonstrated foundational knowledge of Lean Six Sigma principles, including process improvement, waste reduction, and quality management strategies. Equipped to support project teams in identifying inefficiencies and enhancing operational effectiveness.
- **Postgraduate Diploma in Computer Applications (PGDCA) - Vintage Information Technology Academy**
Certified on February 10, 2018 (Registration No. VA170040)
Gaining expertise in computer technologies, software applications, and programming.

CONFERENCES/WORKSHOPS

- **Human Resource Mastery Workshop**
Indian Institute of Technology, Roorkee (IIT Roorkee) | April 13, 2025
Successfully completed a 1-day intensive workshop organized by World Technocon in association with COMET'2025 and the Career Development Cell, IIT Roorkee. The workshop focused on advanced concepts of Human Resource Management, including talent acquisition, employee engagement, HR analytics, and strategic HR planning.
- **Workshop on Water Education and Conservation in the Himalayan Context**
Uttaranchal University, Dehradun | December 29, 2024
Participated in a one-day workshop organized by Uttarakhand Uthan Parishad in collaboration with UCOST (Uttarakhand State Council for Science and Technology). The workshop emphasized sustainable water practices, conservation strategies, and the importance of water education in the ecologically sensitive Himalayan region.
- **Operational Excellence Using Quality Tools in Healthcare**
Amity University & CAHOCON | April 4, 2025
Completed a specialized program focused on implementing quality tools and methodologies such as Six Sigma, Lean, and Root Cause Analysis to drive operational excellence and improve patient care outcomes in the healthcare sector.
- **Bridging the Gap: Culturally Responsive Mental Health Interventions**
Parul University | April 2025
Participated in a global workshop organized as part of Global Public Health Week (GPHW) 2025, featured on the platform of the World Federation of Public Health Associations (WFPHA). The session focused on culturally sensitive mental health strategies aimed at improving inclusivity, communication, and effectiveness in public health and clinical settings.
- **Conference Attended:** Participated in **AMSACON 2021**, the **47th General Conference** organized by the **All-Assam Medical Service Association, Sonitpur Unit**.

OTHER DETAILS

Prem Nagar, Dehradun, Uttarakhand | Phone: +91- 8811807660 | Email: pujasarmah17@gmail.com, | Linked-in ID: www.linkedin.com/in/puja-sarmah17

Language Proficiency: English, Hindi, Assamese, Nagamese, Hajong, Bhojpuri.

Interests: Traveling and exploring diverse cultures and cuisines, Trekking, Adventure Sports

Hobbies: Cycling, Avid book reader, Weightlifting, skill development, culinary expertise, Volunteering, Learning new languages.

REFERENCES

- Mr. Bijon Saikia, Chief Executive Director, Tezpur Institute of Medical Sciences, Hospital, Tezpur, Assam.
Contact No: +91 - 8011687567
- Mr. Biraj Mitra, Deputy Manager (Human Resources), Tezpur Institute of Medical Sciences, Hospital, Tezpur, Assam.
Contact No: +91 - 9916049955.
- Mr. Shiv Shankar Tiwari, Professor, Uttaranchal University (Uttaranchal College of Health Sciences), Dehradun, Uttarakhand.
Contact No: +91 6395893171