



Robin Joy

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SKILLS

Professional Skills

- Operational excellence. Customer Experience. Analytical skills. EBDITA. Operating budget. Performance management. Budgeting P. N L
- Focused and Sincere Worker Good at MultitaskingFast
- Learner
- Good at Analysis
- Problem Solving Skills
- Strong Influencing Skills
- Team Player
- Employee Management
- Team Management
- Talent Management
- Social Skills
- Strategic Planning
- Customer Relations Management
- Performance Management

ADDITIONAL INFORMATION

- Date:
- Place :

PROFESSIONAL SUMMARY

My objective is to encounter a firm that will enable me to grow as a professional and as an individual. I nearly have 13 years of experience within the healthcare sector and I hope to help a company achieve success while simultaneously enhancing my personal growth. I am eager to work within a team structure. I like Encountering challenges and this proactive mindset has helped me to achieve success within this sector.

WORK HISTORY

MANAGER OPERATIONS

07/2022 - Current

AMRITA INSTITUTE OF MEDICAL SCIENCES - FARIDABAD

- Managing the entire operations of Admissions and front office.
- Planning executing and ensuring smooth operation.
- Established positive and effective communication among unit staff and organization leadership, reducing miscommunications, and missed deadlines.
- Introduced new methods, practices, and systems to reduce turnaround time.
- Set, enforced, and optimized internal policies to maintain responsiveness to demands.
- Assisted in recruiting, hiring and training of team members.

ADMINISTRATOR

04/2022 - 07/2022

ASIAN INSTITUTE OF MEDICAL SCIENCES MORADABAD

- Administrative support services. FRONT OFFICE/ F N B / SECURITY/MAINTENANCE.
- Planning executing and ensuring smooth operations. Including vendor management.
- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations.
- Provided professional services and support in a dynamic work environment.

CENTRE HEAD

03/2021 - 04/2022

ASIAN HASSENA BEGUM HOSPITAL SAMBHAL

- Ensure accomplishment of objectives related to Revenue, cost, EBITDA, clinical quality
- Planning, Organizing and Strategizing to ensure that the big plan is robust and tap the business potential of the unit
- Collaborating and engaging clinicians to address program growth and ensure performance as per plan
- To Train/Retain a strong management team
- Ensure process compliance in all patient care services (IPD & OPD)
- Ensure regulatory and accreditation compliance
- Keeping a track of resource utilization and minimize down time of all clinical and support equipment

- Appraise management of the performance, incidences and events all over the hospital.

**MANAGER MEDICAL ADMINISTRATION
ASIAN INSTITUTE OF MEDICAL SCIENCES**

03/2016 – 03/2021

- Streamlining all activities from admission to in-patient care, as well as bill payment to discharge of the patients
- Work with security in ensuring manpower deployment as per strategic needs
- Including material gate
- And traffic control
- Addressing all major hand-over issues received from the daytime in-charge, which may need to be resolved at night
- Complete facility management with support from Housekeeping, Nursing, Security and Maintenance
- Resolve day-to-day issues of patients and their attendants
- Including services and billing
- Dealing with urgent calls and situations from the emergency, intensive care unit (ICU) or wards by
- Providing necessary support for both the internal and external customers
- Ensure staff support facilities are in good order, such as cafeteria food and transport availability at night
- Providing logistic and administrative support to medical staff, On-duty Nursing
- Administrator and
- Emergency services as and when required
- Disaster preparedness and management
- Including emergency code drills
- Responsible for Infrastructure checks
- Handling requisition of staff and maintaining staff requisitions form
- Coordinating between the Doctors, Patients and Medical Administrations
- Departments, other departments such as MRD, Finance, Sales and Marketing
- Managing Floor Coordination (In- Patient Department)
- Identifying deviations, finding solutions and escalating information to the concerned department.
- Tracking of Financial clearance Status
- Preparing and maintaining Operational Report for OT on a daily basis.
- Tracking cases that get canceled, extended or delayed in starting Medical
- Documentation Audit concerned with the following three parts- Pre-operative,
- Operative and Post-Operative.

MEDANTA-THE MEDICITY

03/2015 – 03/2016

- Preparing MIS reports
- Patients Handling, Counselling & Estimation for the same
- Coordinate with Doctors regarding their Treatment Costs & length of Stay in
- Hospital
- Billing, Counselling & Estimation for Corporate Patient
- Handling CGHS ECHS Patient for Billing, Counselling & Estimation
- Handling Patients Complain & make sure to resolve for its betterment
- Manage and ensure high quality service delivery to high-end clients
- Handling team of Patient care includes duty roster& responsibilities of activities

- Responsibility to make department presentable and responsible
- Operational Role related to Housekeeping, GDA, Nursing, and Maintenance
- Make sure to keep Operational function in smooth manner

MAX HEALTH CARE

01/2013 - 03/2015

- PHC
- To coordinate with the patients and various departments for the smooth functioning of health check up with the given time limit
- Assist the customers to choose from various packages i.e
- Basic Bronze silver Gold & titanium according to their needs & health requirements
- To maintain the data of the PHP in order to keep the track of pay out for the doctors of respective departments
- To take care of the corporate annual check-ups
- To take care of the Pre-employment check-ups
- Allocate all the results of the health check-ups
- To dispatch the pre employments results to respective corporate
- IMMIGRATION
- To look after the health checkups for immigration process (visa) of various countries mainly UK CANADA AUSTRALIA USA & NEWZLAND
- To issue the medical certificates for the candidates of UK
- To systematically maintain and collate data of all the candidates along with investigations
- Coordinate with the doctors in order to get the reports compiled.

FORTIS HEALTH CARE

06/2011 - 01/2013

- Key Results Areas
- OPD
- Generate the invoice for the patients for investigations & consultations of doctors
- To coordinate with the patients and doctors
- Collate data of bills
- IPD
- Admissions
- To manage the planned and unplanned admissions
- International Patients Handling, Billing, Counselling for the same
- Look after the financial clearances of the surgical patients
- Follow the outstanding payables of patients if exceeds
- Manage the admissions of the patients from ER
- Manage the discharges of the patient's cash, corporate, tpa, cghs
- Counselling
- Counsel the patients for surgeries and observations
- Preparing the estimates for the patients
- Dispatch
- Dispatch the bills generated on credit mode to get the revenue
- To prepare the monthly report based on dispatch for MIS
- TPA
- To send the cashless approvals for the patients
- To prepare the estimates as per gipsa and non gipsa
- Coordination between patients and doctors for the approvals and estimates.

Convergys India Private Limited - India

04/2010 - 06/2011

- Key Result Areas
- Key Account management, Hardcore up selling

- Manage new and existing accounts of international clients
- Identify & analyze the clients requirements & propose customize
- Coordinate sales call, presentation to clients
- Helped the process in preparing monthly incentives and maintaining database with team
- Talent acquisition for Citibank, Resume management and updating reports
- Preparing process parameters and strategies for gaining more business and revenues for the company

EDUCATION

Delhi University: Humanities, 2010

Moti Lal Nehru College – New

Political science, History, English, Economics, Hindi, Language and Literature.

2007

S.B.M – New Delhi

English, Economics, History, Political science and Physical Education

PGDHM: Healthcare, 2023

Symbiosis – Pune