Koustav mukherjee

**Permanent Address**-28,Central Road Anandapuri Sukhsagar Apartment,Flat No-A3,BarrackporeP.O-Nonachandanpukur,PIN-700122.

**Present Address**- D.S.Research Centre, Delta Seacon(B104),Road No-11(Opposite Lane Of Care Hospital),Banjara Hills, Hyderabad-500034.

Cell- 09160618663 / 09836696037

E-Mail – mr.koustav\_mukherjee@rediffmail.com / koustavmukherjee.09@gmail.com

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**SUMMARY OF QUALIFICATION**

 **Academic Qualification:** Bachelor of Hospital Management [BHM] from George College(Sealdah Campus) under West Bengal University of Technology (WBUT).

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| QUALIFICATION | **UNIVERSITY** | **PERCENTAGE OF MARKS** |
| BHM- 1ST SEM. | WBUT | 7.00 |
| BHM- 2ND SEM | WBUT | 7.62 |
| BHM- 3RD SEM | WBUT | 7.15 |
| BHM- 4TH SEM | WBUT | 6.85 |
| BHM- 5TH SEM | WBUT | 6.25 |
| BHM- 6TH SEM | WBUT | 8.29 |

## Completed My Distance MBA From INTERNATIONAL INSTITUTE OF MANAGEMENT SCIENCES Kolkata,Under Vidysagar University(WestBengal Govt) specialization on HR & MARKETING.

**Previous Academic Qualification:**

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| QUALIFICATION | BOARD | YEAR OF PASSING |
| SECONDARY EXAM | WEST BENGAL BOARD OF SECONDARY EDUCATION | 2003 |
| HIGHER SECONDARY EDUCATION | WEST BENGAL COUNCIL OF HIGHER SECONDARY EDUCATION | 2005 |

## PROFESSIONAL EXPERIENCE

## JUNE 2009 TO JUNE 2012 – PATIENT SERVICE EXECUTIVE

## ADVANCED MEDICAL RESEARCH INSTITUTE (AMRI) SALTLAKE ,KOLKATA

## RESPONSIBILITIES:- 1. Working as a DAY DUTY OFFICER 2. Operation and coordination of admission of patients 3. Operation and coordination of patient in the wards. 4. Discharge of cash, corporate and insured patients. 5. Proper management of the total admission procedure of the hospital. 6. Knowledge of both indoor and outdoor customer management. 7. Efficiently handling of V.I.P. during their visit to the hospital.

## JUNE 2012 TO OCTOBER 2015- SR. EXECUTIVE (OPERATIONS)

## KOTHARI MEDICAL CENTRE, ALIPORE, KOLKATA

## RESPONSIBILITIES:- Supervision of hospital administrative and operational activities: 2. Front Desk and OPD Management 3. Admission Department. 4. Inpatient and Ward Management (All Operational Area). 5. Discharge Department. 6. Medical Records Department. 7. House Keeping Department. 8. Laundry and linen management: 9. Pathology and Radiology Department. 10. TPA Desk.9. Food & Beverages Management.

OCTOBER 2015 TO PRESENT – **ASST. ADMIN. MANAGER**

D.S. RESEARCH CENTRE, HYDERABAD, BANJARA HILLS

RESPONSIBILITIES:- 1. Handling & Monitoring all over clinic & communicate and coordinate with my superiors. 2. Maintaining Duty Roaster and adjust day off leave of all clinic members, Doctors’ & Nutritionist. 3. All necessary requirements update to the purchase department for clinic operation. 4. Prepare Daily Reports & Monthly reports of clinic and send to the Management authority. 5. Monitoring pharmacy stock and communicate with Ojas team for smooth operation for clinic. 6. Checking patient feedback form, for any problem communicate with patient else patient family members. 7. All clinic Member attendance, leave tally with HR department. 8. DSRC mail checking handling monitoring done every day. 9. Reliving all members at the time of requirement. 10. Doing Audit at pharmacy at regular interval. 11. Always keep monitoring Phone and Front office Department be a part of their support at the time of requirement. 12. Housekeeping members and security guard roaster monitoring and communicate with their vendors. 13. Premises maintenance requirement update to the management authority. 14. Cash balance handling and update to the management team. 15. Clinic meeting M.O.M need to send management authority. 16. Communicate and discuss branding activities with team for Hyderabad branch. . 17. Conduct internal branding activities for our Hyderabad branch. 18. Communicate and coordinate with my superiors for any issue related to branch. 19. Advertisement call analysis follow up done with phone department team as well as appointment sheet of front office department .20. Arrange all the events for Hyderabad branch. 21. Keep monitoring Nutri Product sales & purchase track records. 22. Keep planning and resolve all problems regarding clinic. 23. ISO audit handling for Hyderabad branch.

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Achievements: **1.** Silver prize winner at **CCQC** from **AMRI HOSPITAL SALT LAKE.**

**2.** Winner of MANAGEMENT FEST, GEORGE COLLEGE, Perticipate in the Project Of **HIV/AIDS** IN 2008 and project of **GLOBAL WARMING** IN 2009

Professional Skills:

1. Successful healthcare administrator with 6.6 years designing and implementing regulatory compliance systems and guidelines. 2. Offering vast experience in medical operations, excellent interpersonal communication skills and the organizational savvy to run a hospital facility smoothly. 3. Proudly maintains a highly productive, efficient and quality-driven environment at all times. 4. Skilled at communicating, organizing and solving problems to raise the stature and rankings of health care facilities. 5. Innovative, customer-oriented healthcare administrator with background in managed and Seeking a leadership role within an integrated delivery system.

Professional Course:

Diploma in DFAS , DIPLOMA IN FINANCIAL ACCOUNTING SYSTEM From Barrackpore Youth Computer Training Centre, Under GOVT OF WEST BENGAL ,BKP Branch.

Project Experience:

Minor Project on HEALTH PLANNING AND MANAGEMENT and FOOD SAFETY **IN INDIA** from GEORGE COLLEGE.

Training Experience **:**

Worked as trainee in **ANTARA PSYCHIATRIC CENTRE ,** Worked as a trainee **at B.M.BIRLA HEART RESEARCH CENTRE** in **PATIENT SERVICE Dept ,** and Worked as a trainee at **APOLLO GLENEAGLES HOSPITAL** in **CORPORATE SERVICE Dept .**

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LINGUISTIC PROFICIENCY

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| LANGUAGE | READ | WRITE | SPEAK |
| ENGLISH | YES | YES | YES |
| HINDI | NO | NO | YES |
| BENGALI | YES | YES | YES |

DECLARATION **: ‘ I hereby declared that the data given above are true in my best state of mind’**

**DATE – Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PLACE – Hyderabad (KOUSTAV MUKHERJEE)**