**Dr Vikram Arora
Margao**, **Goa**   **Phone no : +9199933-23491**

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**CAREER OBJECTIVE**

A challenging role in a reputed organization in the areas of hospital & health care management which appreciates professional approach, hard work, personal skills & values my contribution towards fulfilling the company’s growth objectives simultaneously developing my career and providing platform to excel in the related field.

**CAREER OVERVIEW**

Health care professional with **1.5 years** of experience in **Hospital Operations**, **Billing & Customer Care**. Worked in tertiary care, multispecialty NABH Accredited Hospital, Wockhardt Hospital Goa. **& 5 years** of clinical experience.

**EDUCATION**

* **Masters in Hospital Administration: Distinction May’15** Institute of Management Studies ,DAVV Indore
* **BDS (Bachelor in Dental Surgery) : July’04 - Jan’ 09** Govt. Dental College ,DAVV Indore , MP  Passed in **First Attempt.

EXPERIENCE**
* **Assistant Manager General Administration**

 ***Job Responsibilities:-***

* Promoted to Head Customer Care &Billing in less than a year at Wockhardt Goa.
* General Administration

 Responsible for Billing (Streamlining of billing process ,Hospital Tariff Preparation), Customer Care, Housekeeping, Linen & Laundry Management, Vehicles & Ambulances Management, Security, Food & Beverages, Maintenance.

* Recovery of Bad Debts, Follow-up with insurance companies for settlement of over dues.
* Statutory and Legal Compliance.
* Liasoning with govt. authorities for necessary licenses/renewal
* Maintaining a smooth work flow of the Hospital operations by resolving any issues arising in the process.
* To develop and implement policies to maintain quality standards that meets NABH accreditation standards.
* Assess service quality and provide guidelines for improving customer satisfaction and better patient care.
* Cost containment.
* Liaison with State and Central Government bodies to provide treatment under different schemes like ESI, CGHS, etc.
* Recruit the required workforce for the department.
* Train new recruits on work flow and quality service.
* Ensure maximum patient satisfaction across all functional areas.
* To conduct daily ward &Weekly facility Rounds
* Undertook **Quality Improvement projects**, TAT of health check process, discharge process and designing strategies to achieve the target TAT.

* **DENTAL SURGEON , ARORA’S DENTAL CLINIC , Aug’10 – Jan’15**

 **INDORE, MP**

* Excellent management and treatment of dental patients
* Excellent skills in managing clinical & non-clinical work at the clinic

**PROJECT DETAILS**

* I have done my project work on the topic **“Time and Motion Study on Discharge Process at Wockhardt Hospital Goa”**

**AREAS OF INTEREST**

* Medical Administration / Operations, Quality.

**CERTIFICATIONS**

* **Program for Internal Counsellors on Implementation of July’2016**

 **“NABH Standards” 4th Edition.**

* **Registered Dentist under DCI Norms Reg. No. A-2404**
* **Internship program as a dental surgeon Jan’ 09 – March’ 10** Govt. Dental College, DAVV Indore, MP
* **Certificate for Academic Excellence: 2nd rank in DAVV univ. exam**

 Third year BDS 06-07**.**

**LEADERSHIP EXPERIENCE**

* Worked as Head **Operations of Medical Services** provided at Event **“Goa River Marathon”** for 2015.
* Worked as **Assistant** **Head Operations of Medical Services** provided to **“Hero Indian Super League”** (HISL) for 2015.Event affiliated to FIFA
* Well managing multispecialty dental clinic and providing utmost patient care & safety.
* Played a key role as government dental college JDA ‘President’.

**LINGUISTICS ABILITIES**

* Excellent communication and interpersonal skills in English & Hindi.

**PERSONAL SKILLS**

* **Enthusiastic,** about my work, learning and research.
* **Confident,** but also recognize my limitations and do not hesitate to seek timely advice from colleagues and seniors
* **Innovative**, I always attempt to think of new, better and more efficient ways of doing things
* **Disciplined and Sincere,** I always keep my commitments and fulfill all duties of the post
* **Flexible ,** I am always prepared to be flexible in working patterns
* **Organized,** I believe in good organizational and time management skills.

**COMPUTER SKILLS :**

* Expert knowledge of Windows and Internet.
* Proficient in MS Office and Multi-media Presentations

**INTEREST AND ACTIVITIES**

* Represented school and college in various Cricket tournaments & Volley Ball tournaments
* Enthusiastic about Travel, Sports, Physical Fitness and interaction with people from different cultures

**REFERENCES**

Can be provided upon request

 **I hereby declare that all the information provided above is true to best of my knowledge.**

**Dr. Vikram Arora**