Résumé

**Dr. (Ms.)Suneet Singh**

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Date of Birth: **18th August, 1981**                                            email: **drsuneets@gmail.com**

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| **Career objective** |
| Experienced Healthcare Professional **with Bachelor Degree in Dentistry, Post-Graduation Diploma in Hospital Administration and Clinical Research with 5 plus years of experience** in Public Health, Hospital Administration, Quality Improvement, Health Human Resources Management and NGOs seeking a responsible, challenging and well-rounded role in an organization where my knowledge, skills and experience can be best leveraged. |
| **Academic Background** |
| |  |  |  | | --- | --- | --- | | **Masters in Counseling and Family Therapy** | **Indira Gandhi National Open university** | **2016-2018** | | **Post Graduate Diploma in Hospital Administration** | **Tata Institute of Social Sciences, Mumbai** | **2012-2013** | | **Diploma in Clinical Research** | **Catalyst Pvt. Ltd.** | **2010-2011** | | **Bachelors in Dental Surgery** | **Sharad Pawar Dental College, Wardha** | **1999-2005** | | **Class XII** | **Maharaja Sawai Man Singh Vidyalaya, Jaipur, CBSE Board** | **1997-1999** | | **Class X** | **Maharaja Sawai Man Singh Vidyalaya, Jaipur, CBSE Board** | **1996-1997** | |
| **Work Experience** |

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| **Patient Welfare Officer:Dr.Raina’s Multispeciality Clinic,Delhi** | **Aug’15-Present** |
| **Roles & Responsibilities:**   * Screen patients and assign to the appropriate consultants. * To assist patients / visitors seeking help with complaint resolution. * To acquaint patients and their relatives on their rights as a patient and to maintain record of feedback. * Meet with admitted Patients regularly and enquire about their problems / complaints . * Collect feedback in prescribed feedback forms from all patients and collate the feedback received into an MIS to be shared with the top management on a periodic basis. * Enhance the value of services being provided by making the patient and the attendant comfortable and familiar with the clinic. * To be the first point of contact for staff, volunteers, parents and children/young people where incidents or concerns of poor practice are identified. * Counseling of pregnant women and Educate on both formal and informal basis on such topics designed to improve pregnancy and developmental outcomes, such as parenting, Breast feeding,Vaccination,reducing stress etc. * Working with health activists to provide support therapy and counseling for Autistic children * Organizing healthcare camps and motivating community mobilization |  |

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| |  |  | | --- | --- | | **Faculty: INLEAD College of Management, Gurgaon** | **Jan’15–Aug’15** | | **Roles & Responsibilities: Faculty ( Hospital & Public Health Management)**   * **Designing, Developing and Delivery of Healthcare Administration Program** * **Mentoring students on academic and career pursuits** * **Acquainting students with interview FAQs in mock interviews and employability assessment workshops** * **Undertaking examination related duties** * **Program Document Management & Control** * **Providing support in student LEAD activities** * **Coordination for Training & Placement activities** * **Providing administrative support to student affairs department** * **Spearheading Program related activities** * **Managing Program Time Tables & Communications** * **Designing program ICAT and conducting personal interviews** * **Framing and review of Public Health factsheet** * **Conducting regular industry visits for students to top corporate hospitals and public health institutions** * **Arranging and coordinating industry expert sessions and career seminars** * **MIS Reporting** |  | | **Assistant Hospital Administrator : Kapurthala Hospital & Nursing Home, Kapurthala** | **July’13–Nov’14** | | **Roles & Responsibilities:**   * **Analysis, planning and implementation of various inpatient processes from admission till discharge for standardized patient care delivery.** * **Active communication with internal and external stakeholders including HODs, consultants, managers and patients to ensure process/protocol compliance.** * **Training of inpatient staff for the usage of Hospital Information System (HIS): patient registration, bed allotment, transfer, charting clinical notes, diagnostic reporting, discharge etc.** * **Collection, analysis and presentation of periodic statistical operational/quality/sales reports to the Director.** * **Quarterly reviews of all departments to ensure effective utilization of manpower and capital equipment.** * **Evaluation and devising improvement strategies for achieving optimal operational output.** * **Single Point of Contact (SPoC) for insured patients** |  | | **Manager, Human Resources : Dr. Raina Pediatric & Neonatal Clinic** | **Nov’10–Feb’12** | | **Roles and Responsibilities**   * **Identification of suitable media and formulation of concise text for recruitment ads.** * **Conducting screening interviews of short-listed candidates to determine suitability based on skill, experience, personality, education etc.** * **Developed standardized interview questionnaire to assess candidates for all positions and related interview documentation.** * **Managed selection and recruitment, induction, compensation & benefits, rewards & recognition, and employee engagement programs.** * **Structured the HR department and designed physician performance appraisal by creating competency-based appraisal forms for key departments and introduced salary benchmarking procedures.** * **Implemented an inter-disciplinary procedure for developing candidate pipeline for key clinical vacancies by campus visits to medical colleges.** * **Responsible for accurate management of employee records to comply with various government regulations.** * **Media coordinator for press releases, write ups and media information.** |  | | **Volunteer : AARZISH – An NGO** | **Jan’10 – Oct’10** | | **Roles & Responsibilities:**   * **Counselling expecting mothers on** * **Immunization schedule** * **Dietary supplements** * **Institutional delivery** * **Post-partum complications** * **Birth spacing and use of contraceptives** |  | | **Patient Care Coordinator : Kapurthala Hospital & Nursing Home, Kapurthala** | **Sept’07 – Dec’08** | | **Roles & Responsibilities:**   * **Management of Out Patient Department – Queue management to ensure smooth and sequential patient flow** * **Assessment of patient feedback** * **Patient grievance redressal** * **MIS reporting** |  | |
| **Internship** |
| |  |  | | --- | --- | | **Management Trainee : Prince Aly Khan Hospital, Mumbai** | **Nov’12- Dec’12** | | **Management Trainee : Jupiter Hospital, Thane** | **Mar’13 – May’13** | |
| **ACHIEVEMENTS AND EXTRA-CURICULAR ACTIVITIES** |
| * Participated in State & National level Inter-School Basketball Tournaments * Awards in Debates and Eloquence competitions during schooling |