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| **Saurabh****E-mail :** Saurabh8255@rediffmail.com **| Mob :** +91 9971800286 **| DoB :** February 27, 1985 |
| **Career Objective** |
| Seeking for a challenging career where my skills and knowledge can be shared and enriched, by rendering my skills and talent in the process towards the growth of an organization. |
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| **Career Synopsis** |
| * Young Professional with an experience of around 7 years in the field of Accounts, Finance, Customer Services and Healthcare Service Management.
* Gained knowledge in Hospital Operation and Medical Terminology
* A Result Oriented Individual
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| **Professional Learning** |
| **Patient Safety & Security** |
| International Patient Safety Goals | Bio-Medical Waste Management | Hospital Infection Control |
| **Hospital Management** |
| Information Management | Quality Management  | Financial Management |
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| **Work / Internship Experience** |
| **Company Name** | JP Health Care Ltd., Noida |
| **Designation (Dept.)** | Executive – (Patient Care Services) |
| **Duration** | **From :** 1st January, 2015 | **To :** Still Working |
| **Key Responsibility Areas** | * OPD Billing and Management of Consultants Coordination.
* Managing and resolving all telephone queries of the Patients and Consultants.
* Managing, Scheduling and Coordination of the Patients Appointments.
* Supervising Reports Dispatch and Information Delivery.
* Supervising the Reception and Courier dispatch and receipt.
* Preparing the privileged card for the new patients and filling up all related forms.
* Supervising and updating the daily MIS reports on Total Foot Fall.
* Explaining the pricing packages and procedures for the Employee Health Check Up.
* Preparing the day end appointments adjustment report and submitting to higher management.
* Helping the Marketing department by identifying the prospect and generating leads for the hospital.
* Training the new joinee on Courtesy and Telephone Etiquettes.
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| **Company Name** | EXL India Pvt Ltd, Noida |
| **Designation (Dept.)** | Senior Customer Care Executive |
| **Duration** | **From :** March, 2012 | **To :** March, 2013 |
| **Key Responsibility Areas** | **Administrative Management:** Handled the junior staff, trained them. Worked on the feedback forms for the company, assisted the Database management.**Customer Relationship Management:** Cleared all Billing and Invoice related issues, Settled the disputes on the accounts, guided the customer, accepted the credit card payments from the customer and providing the best possible resolution to the customer. |
| **Company Name** | Genpact, Delhi. |
| **Designation (Dept)** | Process Developer |
| **Duration** | From : June, 2007 | To : April, 2011 |
| **Key Responsibility Areas** | **Administrative Management:** Managed and coordinated a Team of 5 Process Associates. Communicating and coordinating with US based clients for the Identification of the Status of their payment request and also understanding their concern, data management and records maintenance in order to provide best Query Resolution as and when required.**Process Development:** Analyze the Invoice received from the Vendor and processed them in the SAP and Tally 7.3 Application and issuance of cheques to US based Clients. Settlement of the claims. Worked on the deals with the month end closing of the Accounts. |
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| **Professional Certifications / Training / Workshop / Industry Exposure** |
| **Professional Certifications*** Certified in LEAD (Leadership Education and Abilities Development) Program.
* Certified in Six Sigma Training.
* Certified in Disaster Management.

**Training:*** Travelled to USA for the New Business Acquisition and 4 Months of the Job Training (OJT) Program from Genpact.
* LEAN trained and certified from Genpact, in order to eliminate the waste and make proper utilization of available resources.

**Workshops:*** Interactive Session on “ Hospital Operations” by Dr. Sameer Khan, CEO, Rockland Hospital, New Delhi
* Interactive Session on “ Hospital Planning and Designing” by Dr. K. B. Sood

**Industry Visits:*** Visited “Rockland Hospital”, Manesar to understand the working of I.C.U., O.P.D. & Radiology Department and to get overview of the new equipment used in the Healthcare Industry.
* Visited “Paras Hospital” to have an overview of the Functions in a Hospital
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| **Achievement** |
| * Awarded with spot awards for the “Best Production” and “Best Quality”
* Appreciated as “Outstanding Performer” on behalf of Kimberly Clark (Genpact, Delhi)
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| **Education** |
|  **Year of Completion** | **Program / Course** |
| 2014­-2016 | MBA in Healthcare Administration Indian Institute of Learning & Advanced Development (INLEAD), Gurgaon. |
| 2007 | MBA in Finance and Marketing, GGSIPU, Delhi |
| 2005 Bachelors of Commerce, Ramjas College, Delhi  |

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| **Personal Strength** |
| * Innovative
 | * Observant
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| * Result Oriented
 | * Adaptable
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| **Personal Information** |
| Marital Status | **:** | Married |
| Nationality | **:** | Indian |
| Language Proficiency | **:** | English, Hindi |
| Computer Skills | **:** | DOEACC ‘O’ Level Diploma in computer application |

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