**Chandreyi Panda**

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**Objective:**

*In quest of professional enrichments as an Administrative Officer / Senior Public Relation Manager in the field of Human Resource / Public Relation with a growth oriented organization of repute.*

**Profile Summary**

SENIOR MANAGER OPERATIONS, HR & PUBLIC RELATIONS

* Offerred over 5 years of experience in all facets of Operation Management, Human Resource Administration functions, Public Relations and Billing Management as Senior Administrative Officer.
* Associated with 100 beded NABH superspeciality Hospital at New Delhi. Recently Left.
* Completed Masters in Business Administration in Hospital Management from Indian Institute of Commerce and Trade.
* Proficient in ensuring smooth implementation of Operations, Billings & HR Policies
* An effective communicator with the ability to motivate personnel towards achieving organisational objectives and adhering to industry best practices.
* Reviewed and consulted monthly with providers to suggest improvements on A/R's
* Responsible for handling the billing claims and resolved denied claims.
* Managed payroll functions and provided timely reports.
* Built loyal internal customer relationships and created positive, team-focused working environment.

**Core Skills & Qualifications**

* Worked & Experienced in the field of Billing Management & adept at increasing work process efficiency and profitability through functional and technical analysis.
* Expertise in cost reduction and operational improvements.
* Ensuring on-time goal setting process and conducting goal audits for 100% compliance.
* Supervise two assistant managers and maintain optimal service efficiency levels.
* Oversee work of 5 billing clerks and front Office Executives.
* Manage vendor and customer questions and coordinate between departments.
* Outlined billing process and necessary improvements.
* Revamped hiring criteria for clerks to ensure top talent was recruited.
* Ensured all clerks adhered to company policies and billing regulations.
* Monitored billing staff performance and corrected issues.
* Improved procedures to maximize efficiency.
* Trained new staff and supervised file clerks
* Reviewed daily patient records to ensure accurate and timely billing: both Out Patient and In Patient.
* Checked insurance eligibility and obtained authorizations as well as ensuring completion of superbills
* Provided assistance to patients in understanding financial obligations as well as established payment arrangements for outstanding balances
* Coached, developed and motived billing team
* Trained physicians, nurses and staff on all coding policies and procedures
* Installed protocols to ensure all charges captures and billed appropriately
* Worked as a **Public Relation Manager and** a **Floor Manager**.
* Won Employee of the Year award in 2014 for best Public Relation Manager.
* Proved myself as a Strong leader and project manager who thrived in fast-paced environments.
* Learnt the Art and Craft of dealing with the patients and their kith and kins, both at Out Patient and InPatient departments, with a human touch.
* Acquainted with management of both internal and external commutations responsible for promotions of my organisation and implementation of it’s marketing programmes related to overall mission and vision of the hospital.
* Managed and improved the flow of information within the hospital and between the hospital and the community it serves.
* Acquired the ability to communicate thoughts and ideas effectively and accurately with an analytical and problem-solving aptitude.
* Masterred in the Special co-ordination abilities in OPD, Paediatric Ward, Casualty, Lab, Queue management, Admission, Discharge, Transfer, etc., with emphasis on importance of Name Labels and Uniform, Color Codes, TPA activity, Ward Reception, Food & Diet, Cleanliness, Information about health & Illness, Visitors, Complaints, Suggestions and solutions, etc.
* Learnt and dealt the finer aspects of planning and establishing a Blood bank, in a newly commissioned 330 bedded Corporate hospital (Peerless Hospital & B. K. Roy Research Centre, Kolkata), among all odds and came out successful.
* Attended as an assistant to the Anaesthesiologists in the Operation Theatre (Kothari Medical Centre, Kolkata) in reviving anaesthetized patients.
* Learnt and practiced the basic methods of Cardio-Pulmonary Resuscitation.
* Worked as an **HR & Operations Manager**, in an NABH acreditated Hospital.
* Dealt HR policies for recruitment, selection, induction, orientation and development of new employees.
* Gained experience of working in close coordination with consultants for shortlisting suitable candidates.
* Sound knowledge and management acumen in optimizing resources and maintaining HRIS (Human Resource Information System), managing complete employee life cycle and handling performance appraisals.
* Adept at managing people, maintaining healthy employee relations, handling Overseeing the entire gamut of HR function including managing entire employee life cycle, Performance Appraisal, employee engagement and people management.
* Partnering with senior to create vision, policies, strategic goals and objectives for the business unit.
* Coordinated with leadership to manage talent acquisition, campus recruitments, etc. as per the requirement.
* Handled overall co-ordination of recruitment, induction, exit & ensuring cultural fit.
* Generating and maintaining HR & IR reports for facilitating strategic decisions for the organization.
* Responsible for managing Employee Service Files at the corporate office and plants.
* Ensuring timely confirmation of probationers, implementation of increments.
* Performed internal transfers of employees such as inter group companies, inter locations and inter departmental.
* Handleding Performance Management System and identifying scope for improving the same.
* Organizing employee communication meetings & ensuring timely redressal of grievances / concerns to achieve employee satisfaction.
* Inducting new joiners into the organization, preparing joining kits, and processing all joining formalities.
* Formulating various strategies and actions to increase employee engagement and commitment.

**Education:**

1988 Bachelor in Yoga Science

1988 Bachelor of Science (Molecular Biology)

1989 Diploma in Medical Lab. Technology

1992 Master of Science (Zoology)

2015 Master in Business Administration (Hospital Management)

**Employment:**

*2014-2015*: Worked as Assistant Human Resource and Operations Manager, in the NABH acreditated hospital (Bhagat Chandra Hospital). Dealt with intricacies of human resources and their management in line with the requirement of NABH. Simultaneously worked as a Public Relation Officer for the Diagnostic wings of the Hospital. Handled Billing Management for Inpatient and Out Patient Departments.

*2011-2014*:- Worked as a Floor In-Charge & Coordinator, and Public Relation Officer at a 80 bedded multispeciality, NABH aspiring Hospital (Bhagat Chandra Hospital), at New Delhi. I had to provide co-ordinated administrative support to the patients and relatives, staff, doctors and management and dealt with Public Relations, Tracking Expenses and monitoring Revenue Collections. With a strong commitment, responsibilities, ethics and problem solving attitude, I had to provide effective supervisory skills to help maintain compliance with set regulations, in various aspects of hospital functioning. Provided supports for functionalities required for meeting the challeges for applying for an NABH.

*2000-2010:* Worked as a Floor Co-ordinator of surgical ward and ICU at Kasturi Medical Research Centre, at Kolkata.

*1996-2000:* Conducted and participated Free health Check-up camps and blood donation camps in association with various private organisations. It was an honorary service.

*1995-1996:* Worked in Kothari Medical Centre, Kolkata, as a Technical Assistant to assist Anaesthesiologist in induction, monitoring of vital parameters and recovery and revival of critical intra-operative cases. Altogether a different training and experience.

*1993-1995:* Blood Banking and Haematology Technologist, Peerless Hospital & B. K. Roy Research Centre, Kolkata. Learnt and practiced the latest technologies of various haematological processes and procedures in addition to mastering Blood Banking. Polished the methods and approach techniques of dealing with corporate, educated and VIP patients as a part of the in house training programme of the hospital with a French collaboration.

*1990-1993:* Blood Banking Technologist, B.R. Singh Railway Hospital, Kolkata. Learnt and practiced the core issues of Blood collection, screening, segregation, banking and distribution. Updated working knowledge of screening against diseases particularly against Hepatitis and AIIDS by using various modern techniques.

**Awards & Accolades**

* Won 2nd prize in National Arm Wrestling Competition in 1984-85.
* Palyed Cricket at State Level and club level competitions while studying. in Dinabandhu Andrews College, Kolkata.

**Personal Dossier**

Date of Birth: 18TH October 1965

Language Proficiency: English, Bengali and Hindi

Dated: (Chandreyi Panda)