**TANUMOY RAKSHIT**

**E-mail**: **tanumoy.rakshit@gmail.com**

**Mobile: 09800881716, 9732178267**

**Seeking Manager** **Opening in Hospitals Operations with an organization of repute.**

**SYNOPSIS**

* A result oriented **Medical Billing and Coding** professional with almost **5** **years** of experience in **Operations, Business Development, Customer Service & Brand management** in **Service industry.**
* Presently designated as **Night Manager,** with **The Mission Hospital, Durgapur.**
* Strong analytical, communication skills with the ability to analyze business practices and define and document optimal procedures or practices.
* A proactive planner with abilities in devising effective sales and marketing strategies, geared towards enhancing business, Improving profits.
* A keen planner with proven track records of consistently increasing the satisfaction score of the company.
* Adequate exposure in analysing information system needs, evaluating end-user requirements, custom designing solutions, and troubleshooting any problems in the process.

**CORE COMPETENCIES**

Healthcare Operations Business Development

Material Supply Manpower planning

Capacity building Crisis Management

Strategic Planning Healthcare Management

Business Analysis Projects

Quality Management Budgets

 **WORK EXPERIENCE**

**The Mission Hospital.**

The Mission Hospital, Durgapur (A Unit of Durgapur Medical Centre Pvt. Ltd.) is a **350 bedded NABH Accredited,** state-of-the-art **quaternary care hospital**, with cutting edge technology.

**Sr.Executive Operation, Durgapur (W.B)**

**Roles & Responsibilities: Since June-2011 to till date**

* Taking reporting from the entire Customer care Executives for all the clinical specialities on day to day basis.
* Daily routine administration, coordination of all **inpatient activities.**
* Involment in decision making with Director Operations & GM in all operational and quality improvement activities.
* Streamlining of Discharge process.
* Analysis of **Cath lab report and follow-up of all the positive cardiac patients to maintain the proper flow of Cardiac Department.**
* Responsible for administrative affairs & patient care services including quality related issues.
* Ensure patient satisfaction.
* Taking necessary steps to improve the foot fall.
* To escort /handle all VIP Movements.
* Co-ordinating our Doctors to give feedback to the referring Doctor.
* To maintain the roster as well as all the problems of all Co-ordinators.

**Notable Attainments:**

* With in the span of 8 months got the **1st promotion.**
* With in the span of 2 Yrs got the **2nd promotion.**
* With in the span of 1 yr got the 3rd **promototion**.

 **BP PODDAR Hospitals. (Kolkata)**

**Assistant Customer Care Executive Since August -2009 to May -2011**

**Roles & Responsibilities:**

**Operations:**

* Dealing with admission desk, indoor billing and Opd.

 **Academia**

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|  **M.B.A** **Hospital Management (OPERATIONS)** | **Vinayak University**  | 2014 |
| **Diploma in Medical Billing and Coding** | WEBEL,MBS | 2011 |
| **Bachelor in Commerce** | Burdwan University | 2008 |
| **HSSC** | CBSE | 2005 |
| **MATRICULATION** | ICSE | 2003 |

 **Personal Details**

**Date of Birth : 05-08-1985**

**Father’s Name : Mr Tushar Rakshit**

**Marital Status : Married**

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| **CORESSPONDENCE ADRESS** | DN-306Coke Oven ColonyD.P.L TownshipDurgapur-713202Dist-BurdwanState-West Bengal |