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| **Nilanjana Mukherjee****E-mail :** nilanjana2015@yahoo.in| **Mob :** +919810228325 |  |
| **Career Objective** |
| To be professionally associated with an organization with an objective to utilize Professional Healthcare management educational learning and experience more meaningfully & work towards achieving the goals of the organisation with satisfaction. |
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| **Career Synopsis** |
| * Delivery oriented professional with 2 years & 5 months of experience in the Healthcare and Education Industry.
* Acquired knowledge and skills in various aspects of Healthcare Quality Management, Hospital Services, Healthcare Management and Patient Safety & Security.
* Positive attitude and good interpersonal skills with solution driven approach.
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| **Professional Learning** |
| **Healthcare Quality Management** |
| Total Quality Management | Accreditation | Quality Management Tools |
| **Hospital Services** |
| Hospital Operations Management | Clinical Services  | Support & Utility Services |
| **Healthcare Management** |
| Hospital Administration | Concepts & Dimensions | Patient Relationship Management |
| **Patient Safety & Security** |
| International Patient Safety Goals  |  |  |
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| **Work / Internship Experience** |
| **Company Name** | **Netrojyoti Eye Hospital, West Bengal** |
| **Designation (Dept)** | **Public Relations Officer** |
| **Duration** | **From : November 2009** | **To : January 2011** |
| **Key Responsibility Areas** | **Marketing & Promotion:*** Responsible for promoting Netrojyoti Eye Hospital by distributing brochures, pamphlets, advertisements in local newspapers and TV channels & bringing revenue.

 **Eye Camps:*** Organising free eye surgery camps and arranging doctors’ visits for economically weak patients.
* Patient queue management during eye camps.
* Counselling the patients for treatment and post-operative surgeries.

**Hospital Administration:*** Dealing with local civil administrative authorities regarding the legal issues.
* Taking care of in-house patients complaints.
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| **Professional Certifications / Training / Workshop / Industry Exposure** |
| **Professional Certifications:*** Certified in LEAD (Leadership Education & Abilities Development) Program.
* Six Sigma White Belt
* Disaster and fire fighting Management
* Institutional Course of Personality Development and Communication Skills from Defence Services Staff College, Wellington.
* Diploma in Interior Designing from National Institute of Fashion Designing, Kolkata (West Bengal).

**Training:*** Attended 3 days training in Preventive Awareness from Red Cross Society.

**Workshop*** “Hospital Administration : The Need of the Hour” by Mr. Navneet Bali – Unit Director & Head, Rockland Hospital, New Delhi

**Industry Exposure*** Visited “Colombia Asia Hospital, Gurgaon” to understand Hospital Administration and Operations.
* Visited “Fortis Hospital, Shalimar Bagh” to get an insight of Hospital Operations and Administration.
* Visited “Jaypee Hospital, Noida” to get an insight of Hospital Operations and its functions.
* Volunteered for ENT & Dental Camp organized by Fortis Healthcare and held at Indian Institute of Learning & Advanced Development (INLEAD), Gurgaon.
* Volunteer work experience with Pratibandhi Kalyan Kendra Centre (NGO), responsible for spreading awareness for the basic education of disabled children, counselling parents & children for the same.

**Worked as a teacher for one year three months*** Responsible for designing school curriculum, making lesson plans and organising activities for pre-school children.
* Maintained students’ academic records and updating the same on a weekly basis.
* Sharing the feedback of the students and counselling their parents.
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| **Achievement** |
| * Certificate of Merit for achieving First Class in Bachelor of Education (B.Ed)
* Participated in National Yachting Championship conducted by Indian Olympic Association.
* President of Rotary Interact Club of for 2 years
* Participated in District Level Volleyball Tournament.
* College Sports Champion.
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| **Education** |
| **Year of Completion** | **Program / Course** |
| 2014 – 2015 |  MBA in Healthcare Administration Mewar University |
| 2014 – 2016 | Pursuing MBA in Marketing Management (3rd Semester)Sikkim Manipal University  |
| 2011 | Bachelor of Education (B.Ed)Shri Shikshayatan College, Calcutta University  |
| 1996 | Bachelor of Science (Hons.) Geography Women’s Christian College, Calcutta University  |
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| **Academic Project / Dissertation** |
| * Created a project on “Cost Structure - Long Term and Short Term”.
* Developed a project on “Promoting New Generation Hospitals”.
* Created a project on “Negotiation Skills and its requirement in the Current Scenario”.
* Dissertation on “Demand Scenario of Indian Automobile Industry for the Year 2010-2012”.
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| **Personal Strength** |
| * Tactful
 | * Team leader
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| * Organized
 | * Confident
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| * Positive Attitude
 | * Self-motivated
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| **Personal Information** |
| Date of Birth | :  | 22nd April 1 |
| Nationality | **:** | Indian  |
| Language Proficiency | **:** | English, Hindi, Bengali  |
| Computer Skills | **:** | MS Office |

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