**DIPANKAR ROY CHOUDHURY**

🖂: 74, Rani Rashmoni Path, City Centre, Durgapur, Pin-713216, Dist.-Bardhaman, West Bengal

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**HOSPITAL ADMINISTRATION & OPERATIONS MANAGEMENT PROFESSIONAL**

Offering over 14 Years of experience

**PROFILE & STRENGTHS**

* Competent, diligent & result oriented professional, offering experience across **Healthcare Management, Hospital Administration, Personnel Management, Project Management, Vendor Development, Procurement, HRM, Process Improvement, Program Development, Recruitment/Training and Liaison/Coordination;** currently spearheading as **Assistant Manager** with **Apollo Hospitals Enterprise Ltd.**
* Dexterity in formulating and implementing administrative policies, procedures and various strategies and adherence to regulatory requirements and healthcare norms with the ability to relate theory with practice; thorough exposure across renderingfunctions of **General Management, Administration and Facilities Management.**
* Industrious & resourceful professional consistently streamlining operations by utilizing & implementing processes that meet company standards and needs, thereby ensuring profitability, quality and service excellence.
* Focused and hardworking, self-motivated and effective team player with excellent communication and inter-personal skills. Thrive on challenges and quickly adapt to new environments and responsibilities.
* Excellent time management skills with proven ability to work accurately and quickly prioritize, coordinate and consolidate tasks; resilient with a high level of personal integrity and energy experience.

**Key Strength Areas**

⬩ Healthcare Management ⬩ Hospital Administration ⬩ Personnel Management ⬩ Facilities Management ⬩ Procurement ⬩

⬩ General Management/Administration ⬩ Project Management ⬩ Vendor Development ⬩ HR Management ⬩

⬩ Process Improvement ⬩ Program Development ⬩ Recruitment & Training ⬩ Liaison & Coordination ⬩

**PROFESSIONAL EXPOSURE**

**APOLLO HOSPITALS ENTERPRISE LTD., BHUBANESWAR Jan 2010-till date**

**Assistant Manager, Operations**

* Spearheading efforts across handling the entire gamut of functions pertaining to Inpatient Services of the hospital; hold credentials of being a key member of the Pre-opening team of the Hospital.
* Responsible for adroitly handling the operations of ICU, HDU, OT, Dialysis & Lab Services while ensuring quality standards of all departments. Successfully conducting Family meetings of the patients’ attendants with the doctors.
* Looking after the Discharge Processes of the patients as well as other Patient centric services during their stay; efficiently resolve the operational & admin issues related to the patients, visitors etc
* Designing and implementing new innovative ideas & processes for qualitative patient care services; accountable for achieving optimum patient satisfaction score & work towards improvement.
* Effectively maintaining coordination and liaison with the related departments for providing quality service to the patients; facilitate manpower rationalization in the Department.
* Ensuring effective Facility management while coordinating with the departments of Biomedical Engineering, Maintenance & Housekeeping.
* Gained ample exposure across managing the operations of the F&B and Housekeeping Departments. Developing strategies for the smooth functioning of the departments.
* Ensuring adherence to the guidelines laid down by the NABH in the related work area for the accreditation; pivotal in preparing Standard Operating Procedures (SOPs) for the respective departments and applying it. Monitoring proper facility maintenance of the area within the available resources.
* Streamlining entire range of HR activities covering- Manpower planning, Recruitment, selection, induction, training & development of new employees & preparing KRA and Performance Appraisal, career development & counseling/grievance handling, discipline, welfare schemes etc.- to build and retain a committed workforce.
* Ensure smooth implementation of HR activities for manpower planning, recruitment, selection, development of new employees & preparing KRA and Performance Appraisal. Adeptly co-ordinate manpower planning and manages taskforces including their orientation, training, career development & counseling/ grievance handling as per requirements.
* Liaising and coordinating with the Quality Department in data analysis for quality indicators and executing 5S in the work area.

**FORTIS HEALTHCARE LTD., NOIDA Feb 2007-Jan 2010**

**Senior Supervisor, Support Services**

* Shouldered the responsibility of handling operations & administration of the Center and support services of the organization. Structured and maintained management relationship with corporate clients, doctors, clubs and associations.
* Designing and executing cost control measures to keep expenses within budgetary limits while maintaining the quality of services. Led efforts across handling all functional domains to generate highest overall productivity.
* Efficiently formulated various reports such as daily wellness report, monthly wellness report; prepared & updated MIS reports for monitoring movement of key business indicators to facilitate decision making and fruitful dissemination of information.
* Handled and maintained medical documents of personnel and successfully arranged periodical Medical checkup and vaccination of the staff.
* Effectively managed documents related to the Quality Certifications like NABH and kept record of the attendance register and leave plan of the staff. Proactively participated in preparing menu planning in co-ordination with the Manger and Chef.

**TAJ GROUP OF HOTELS, NEW DELHI Oct 2003-Feb 2007**

**Guest Service Attendant**

* Pioneered efforts across handling the entire spectrum of functions pertaining to daily operations such as looking after all the crew, keeping cleanness of the hotel, correcting table settings, maintaining a high service standard.
* Actively participated in the personnel training program, ensured that the cleaning schedule is followed by the personnel.
* Responsible for supporting and encouraging business, reducing employee turnover, overseeing revenue and payroll budgets; rendered functions of meeting budgeted productivity as well as high quality.

**UDAIVILAS, UDAIPUR Oct 2002-May 2003**

**Food & Beverage Assistant**

**TAJ HARIMAHAL, JODHPUR Jan 2001-Oct 2002**

**Steward**

**ACADEMIC & PROFESSIONAL CREDENTIALS**

**PGDBA (Human Resource Management)**

Symbiosis Centre of Distant Learning, Pune

**Bachelor Of Arts**

Burdwan University

**3 Year Diploma (Hotel Management & Catering Technology)**

 IIBM, Patna

**Computer Proficiency**

Internet, MS-Word, Excel & Power Point

**Certifications**

* Successfully got certificate for attending training programme of Lean Six Sigma & 5S Programme conducted by the Corporate HR.
* Got Certificate for attending the workshops of Bio Medical Waste Management conducted by the Pollution Control Board of Orissa & Central Pollution Control Board.
* Achieved certificate for participating in the 2nd International Patient Safety Congress, 2012, conducted by the Apollo Hospitals, at Hyderabad.

**Date of Birth:** 25th March 1975

**References:** Available on request.