**RAVINDER KUMAR**

Mobile: 9899852787

e - mail: [ravinderrana\_1983@yahoo.co.in](mailto:ravinderrana_1983@yahoo.co.in)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Career Objectives***

*To use my scientific and human relation skills in the challenging field of Hospital Operations and to work in an organization, that yield out my learning paradigms and transforms me in a human capital with due course of time and enhance the qualities like creativity, innovation, knowledge and enhances my competence along with good career growth opportunities utilizing my academics and experience in health sector.*

***Academic Background***

|  |  |  |
| --- | --- | --- |
| ***Course*** | ***Institution/Board/University*** | ***Year of Completion*** |
| *PGDM* | *IMT, Ghaziabad* | *Pursuing* |
| *Bachelor of Arts* | *Delhi University, Delhi* | *2012* |
| *Higher Secondary (XI-XII)* | *C. B. S. E.* | *2001* |
| *Secondary (X)* | *C. B. S. E.* | *1999* |

***Work Experience***

|  |  |  |  |
| --- | --- | --- | --- |
| ***Saroj Hospital & Heart Institute*** | | ***Senior Executive - Marketing*** | ***January 2013 - May 2015*** |
| ***Responsibilities*** | * *Payment Recoveries (old as well as current).* * *Managing of reconciliation of recoveries from various panels.* * *Create and improve corporate relations to develop hospital business.* * *Tracking Competition.* * *Handling queries.* * *Finalization of deals.* * *Prepare business/ target plan.* * *Conducting review meetings to ensure maximum payment recovery.* * *Coordination with the business development team.* | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Venu Eye Institute & Research Centre*** | | ***Senior Executive – Corporate Relationship*** | | ***March 2011 - January 2013*** |
| ***Responsibilities*** | * *Payment Recoveries from various panels.* * *Counseling patients regarding their queries about surgeries.* * *Create and improve corporate relations to develop hosp business.* | | | |
| ***Centre for Sight – Group of Eye Hospitals*** | | ***Counselor*** | ***November 2009 – February 2011*** | |
| ***Responsibilities*** | * *Communication Bridge between Management and Rohini Centre.* * *Facilities management, including ensuring routine maintenance is performed, problems corrected and systems are in place to ensure a safe, comfortable environment for patient care.* * *Handling with various operational issues like billing problems, handling patient quarries, corporate patients’ services, TPA and Insurance cases.* * *Inventory vigilance of the centre.* * *Analysis of crucial financial and non – financial information / data of the Centre.* * *Conduct various marketing and promotional activities for the centre.* | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| ***Dr. Shroff’s Charity Eye Hospital*** | | ***Counselor*** | ***March 2007 – October 2009*** |
| ***Responsibilities*** | * *Handling Third Party Administrators on behalf of the hospital and patient. After training session on how to handle TPA, developed a quick hand on manual on dealing with TPA, which can be of too much help in hospital industry.* * *Dealing with patient’s queries on the hospital services and the developments happening in the facility.* * *Co-ordination within the diagnostic departments on behalf of the front office.* * *Handling all the Life Insurance Check-up Programs for the clients coming from different insurance companies.* * *Handling OPD, IPD billing and admissions.* * *Handling Inbound and Outbound telephone calls.* * *Prepare business/ target plan.* | | |

***Personal Information***

*Father’s Name : Mr. Anand Singh*

*Address : House No. – 1626, Street No. – 116,*

*Ganesh Pura – A, Tri Nagar*

*Delhi – 110035*

*Date of Birth : 3rd February 1983*