###### Yogita Arora Sapra

112 A/2, Ashok Mohalla, Nangloi

Mob.: 9716447702

E mail: **yogita.arora1@gmail.com**

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

### CAREER OBJECTIVES

 Looking ahead to work in a challenging atmosphere in order to bolster the growth of the organization to the best of my competency and to achieve the limits of sky and obtain a responsible and challenging position. Achievement of responsible position with professionally manage and progressive organization for optimum output of capabilities and leadership qualities in conductive environment where I can enhance my skills with the goal of the organizations. as **HR,** **Admin.** and **Sales** professionals which will utilize and advance my skills in **both** fields.

**EXPERIENCE**

 Gained more than **five years fruitful** experience **in Hospital as HR/Admin Manager.**

## **CAREER PROFILE**

##

# Worked with **Metro Hospitals and Heart Institute**, as “HR Manager & Asst. Administrator” from **August** 2009 to **May** 2012.

# Worked with **Sarvodaya Hospital & Research Centre** ,Sec-8, Faridabad as **as “**Patient Care Services Manager & Quality Coordinator” from **Aug** 2008 to **Mar** 2009.

**Job Responsibilities:**

**Overall Responsibility:**
**1**. To Maintain And Develop HR Policies, Ensuring Compliance And To
Contribute The Development Of Corporate HR Policies.
**2**. To Develop The HR Team, To Ensure The Provision Of A Professional HR
Service To The Organization. Manage A Team Of Staff. Responsible For
Mentoring, Guiding And Developing Them As A Second Line To The Current
Position.
**3**. To Ensure Timely Recruitment Of Required Level / Quality Of Management
Staff, Other Business Lines Staff, Including Non-Billable Staff With
Appropriate Global Approvals, In Order To Meet Business Needs,
Focusing On Employee Retention And Key Employee Identification
Initiatives.
**4.** Provide Active Support In The Selection Of Recruitment Agencies Which
Meet The Corporate Standard. Ensure Corporate Branding In
Recruitment Webs And Advertisements.
**5.** Develop, Refine And Fine-Tune Effective Methods Or Tools For Selection /
Or Provide External Consultants To Ensure The Right People With The
Desired Level Of Competence Are Brought Into The Organization Or Are
Promoted.
**6**. Prepare Information And Input For The Salary Budgets. Ensure
Compliance to the Approved Salary Budget; Give Focus On Pay For

Performance And Salary Benchmarks Where Available. Ensure
Adherence To Corporate Guideline On Salary Adjustments And
Promotions. Coordinate Increments And Promotions Of All Staff.
**7**. To Develop The HR Business Plan.
**8**. Ensure Appropriate Communication At All Staff Levels
**9**. To Maintain And Develop Leading Edge HR Systems And Processes To
Address The Effective Management Of People In Relation To The Following
In Order To Maintain Competitive Advantage For:

Performance Management.
Staff Induction.
Reward And Recognition
Staff Retention
Management Development / Career Development
Succession Planning
Competency Building / Mapping
Compensation / Benefit Programs
**10**. To Facilitate / Support The Development Of The Team Members
**11**. To Facilitate Development Of Staff With Special Focus On Line
Management
**12**. To Recommend And Ensure Implementation Of Strategic Directions For
People Development Within The Organization.
**13**. Ensure A Motivational Climate In The Organization, Including Adequate
Opportunities For Career Growth And Development.
**14**. Administer All Employee Benefit Programs With Conjunction With The
Finance And Administration Department.
**15.** Provide Counsel And Assistance To Employees At All Levels In
Accordance With The Company's Policies And Procedures As Well As
Relevant Legislation.
**16.** Oversee The Central HR Administration –

Employee Offer Letters
Salary Letters And Employment Contracts.
Approve Updated Organizational Charts On A Monthly Basis And
Maintain Complete / Accurate Personnel Records.
**17**. Co-Ordinate The Design, Implementation And Administration Of Human
Resource Policies And Activities To Ensure The Availability And
Effective Utilization Of Human Resources For Meeting The Company's
Objectives.
**18**. Responsible For Corporate HR Function.
**19.** Responsible For Overall Centralized HR Admin Function
**20**. Counseling And Guidance Cell - Provide Support To Managers In Case
Of Disciplinary Issues.

**Recruitment:**

• Sourcing the best talent from diverse sources after identification of manpower requirements
• Screening of Resumes, Organizing and conducting interviews & salary negotiation.
• Performing reference checks of the selected candidates, document verification and follow up with the selected candidates for further process.
• Conducting the Induction Program and orientation of new joiners’
• Preparing and sending the offer letter for the selected candidate.
• Handling the joining formalities, opening of bank accounts, Id cards.
• Coordinating with departmental heads for training needs identification of employees.
• Preparing the training calendar & scheduling training programs and Conducting training programs
• Mapping training effectiveness on quarterly and annual basis

**Induction:**
• Verifying the documents submitted by selected candidates .
• Conducting Induction program for the new joinee.
• Making them aware of company policies, process and culture.

 **Attendance & Leave Management:**
• Consolidation & maintenance of attendance and Leave records.
• Coordinating for Payroll Process by providing necessary inputs with data collected.

**Admin Activities:**
• Issued offer letter, appointment letter, confirmation letter, increment letter,
 Resignation letter, transfer letter, etc.
• Mailing of details to admin department for ID Cards and visiting card.
• Provided audit data to auditors.

**Exit Formalities:**
• Helped the resigned with all exit formalities.
• Exit Interview.
• Forwarded replacement references to recruitment team.
• Timely released relieving letter.
• Shared details for farewell of tenured employees.

**Others:**
• Verifying Employee Record
• Prepared various HR forms.

**Responsibilities I owned as Patient Care Services Manager :**

* Daily updation of Hospital Inpatient Census for pending payments

Checking of daily bills

* Handling queries of panel patients with respect to approvals, denials, queries etc.Follow up with TPA deptt. for smoother flow of work
* Sending discharge file to the respective Company / TPA for processing of claims
* Updation of Hospital Tariff periodically in conjunction with Hospital Tariff Committee
* Handled the project of getting Discharge Summary computerized

**Responsibilites I owned as Quality Cordinator :**

* Establishing & assuring Quality Management System as per ISO & NABH standards in the hospital.
* Documentation & formulation of Hospital policies, procedures & work manuals based on NABH standards through proper planning & writing expertise.
* Implementing Quality standards through teaching & training
* Taking preventive & corrective action to avoid non conformity in service process & quality system & ensure that it is effective
* Maintaining the Quality objectives of patient safety, continuous improvement & quality assurance through regular efforts & maintaining a quality driven atmosphere

##

# PROFESSIONAL QUALIFICATIONS

* ***MBA in HR & Admin With A Grade.***
* ***One year diploma in computer (DOS, Windows, MS Office, Excel etc)*** ’97.

# EDUCATIONAL QUALIFICATION

 ***B.com (pass) from Delhi University***.

# PERSONAL PROFILE

#

**Date of Birth**

 20th December ‘1987

#####  **Husband’s Name**

#####  Mr. Harish Kumar Sapra

#####  **Mother’s Name**

#####  Mrs. Neelam Arora

 **Father’s Name**

 Mr. S.k Arora

## **(YOGITA ARORA SAPRA)**