**Tenzin Bodh**

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**Objective**

Seeking career enriching opportunities in hospital operations, quality and marketing.

**Summary**

* Goal oriented professional with close to 2 years’ experience in hospital operations, quality and marketing.
* Currently working with Wockhardt Hospitals, Nashik as Assistant Manager in Administration.
* Ability in handling multiple roles with a genuine interest in professional development.
* Team player with strong analytical and leadership skills.

**Work experience**

Role in brief: Assistant Manager-Administration at Wockhardt Hospitals, Nashik.

Head of Department: International Business, Pathology, Radiology, Pharmacy, Health checkup, Outpatient Department, Inpatient Services.

**Accountabilities**

1. **International Business**

* Query handling and treatment cost estimation of International Patients.
* Arrangement of logistics – airport pick & drop, registration in FRRO, assistance for accommodation in nearby hotels & guest houses, local sightseeing, shopping, currency exchange and other value added services.
* Liasoning with the Consultants and Interpreter for smooth communication between the patient and the doctor.
* Coordinate with all the concerned personnel and departments involved in their treatment and services on a day to day basis and ensure that they receive the best of the services and treatment.
* Preparing and processing bills of the international patients.

1. **Pathology, Radiology, Health check-up department**

* Quality assurance and quality control of the departments as per NABH requirement.
* Monitoring consumptions and indenting of the department and minimizing inventory/stock.
* ROTA management of the department along with recruiting, training, induction.
* Day to day trouble shooting on operational issues of the department.
* Liasoning with outsourced laboratories for the tests, ensuring reports are available as per TAT, rate negotiations with outsourced labs for the best prices in the market, tie up with new labs, timely processing bills of the outsourced labs.

1. **Pharmacy**

* Ensure routine smooth operations across Pharmacy Department.
* Check reorder level for the medicines and raise purchase order/GRN for the same.
* Close monitor of high value/high risk/slow moving/non-moving medicines.
* Communications with the doctors for slow moving/non-moving/high risk/high value and substitutes.
* Communication with all the departments and nursing in charges for the medicines and ward stocks.
* Periodic stock checking of all the departments and return expiry and near expiry to the vendors.
* Supervise entire inventory management related to pharmacy.
* Interact and maintain positive customer relations with vendors/suppliers/medical representatives.
* Conduct PTC meeting and updating the department sales and performance every quarter to the corporate office.

1. **Project – Home Sample Collection**

* Solely responsible for the new project-Home Sample Collection service to be provided to the Nashik city.
* Marketing of the service by internal and external promotion.
* Monitoring the revenue generated through the service and updating the same to the Center Head and Corporate Head Office.

1. **Inpatient and outpatient services**

* Taking everyday rounds of the inpatient rooms and ensuring that proper services are delivered to them.
* To resolve day to day patients/visitors complaints and achieve high customer satisfaction.
* Identify scope of improvement in all inpatient areas and introduce new policies and processes for the same.
* Responsible for **MDTR (Multi-Disciplinary Team Round)** for every admission and discharge to educate the patient, put him/her at ease and remove the fear factor.
* Ensuring timely appointment of the patients, accurate billing and resolve all problems related to billing.
* Day to day troubleshooting on operational issues of the department.
* Quick action to resolve customer complaints and make recommendation for customer services improvement on the basis of customer feedback.
* To help in converting the health checkups and OPDs into admissions leading to increase in revenue.

**Significant Highlights**

* Increased lab revenue by 20% on monthly basis.
* Implemented **Tele radiology services** in the Radiology Department.
* Growth in international patients by 20% on year to year basis
* Introduced Home Services for Pathology and Physiotherapy.
* Home services contributed 1-2 lakh on monthly basis
* Assisting medical head in day to day operations, quality processes, data collation and documentations.
* Coordination for NABH related quality compliance in the hospital across different departments.

**Internship experience**

**1.** 2 months Administrative Intern at Rockland Hospital – Qutub, New Delhi.

**2.** 2 months Administrative Intern at St. Stephen’s Hospital, New Delhi.

**3.** 2 months Administrative Intern at Tata Memorial Hospital, Mumbai.

**Education**

MHA (Master of Hospital Administration) ~ Tata Institute of Social Sciences, Mumbai (2011-2013)

Research Project: Underutilization of Diagnostic Services

B. Pharm. (Bachelor of Pharmacy) ~Panjab University, Chandigarh (2006-2010)

Class 12th ~ Himachal Pradesh Board of School Education, (2002)

Class 10th~ ICSE, New Delhi, (2000)

**Certificate course:**

A program for internal counsellors on implementation of NABH Hospital Standards, July 2014.

**Personal Information**

Date of birth : 07/01/1984

Marital status : Single

Languages known : English and Hindi