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| **Arshad Alam**  Contact No: (+91)8700901150  Email: alamarshad7872@gmail.com  Linkedin- <https://www.linkedin.com/in/arshad-alam-mba/>   |  | | --- | | **CAREER OBJECTIVE** |   Seeking to work in a challenging and dynamic environment wherein I can supplement my theoretical knowledge with practical experience so as to make a meaningful contribution to the organization which can provide wide ranging exposure and sufficient responsibilities to contribute to the accomplishment of organization’s mission.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | EDUCATIONAL QUALIFICATION | | | | | |  | **Examination** | **College / Institute** | **Year** | **%** | | |  | **MBA Hospital Management and public Health** | **Jamia Hamdard University** | 2023 | 72.56% | | |  | **B. Pharma** | **IIMT College of Pharmacy** | 2021 | 82.7% | | | **H.S.C** | **S.R. Public Sr. Sec. School** | 2016 | 69.7% | | | **S.S.C.** | **Arwachin Bharti Bhawan Sr. Sec. School** | 2014 | 82% | | | **AREAS OF EXPOSURE** | | | | |  * **Medical Administration**   + Coordinated with other departments to optimize patient flow, bed utilization, and overall hospital efficiency.   + Monitor patient satisfaction and address any issues promptly, striving for continuous improvement.   + Prepared a SIP report about the turn-around time of different panel patients and the reasons for the delay * **Quality Auditing** * Conducted open file audits of 1500+ patients during NABH audit held between 2nd August-6th August 2022 in BLK-MAX Super Specialty Hospital. * Routine Audits of floors for non-compliance at nursing stations. * Collaborated with the quality improvement team to identify and address areas for improvement. * Co-ordinated with a team of Physiotherapists, Doctors and dieticians to assure Quality patient care in IPD. * Checked for Quality indicators and informed senior level managers about most frequent deficiencies. |
|  **Other Areas**   * **Patient Care Coordinator-**Took feedback of admitted patients during their stay and post discharge.  |  | | --- | | **WORK EXPERIENCE** |  * Currently working as an **IPD coordinator at Shri Krishna Charitable hospital, Ghaziabad**. * Admission and Discharge Coordination. * Patient Care Planning. * Bed Management * Record keeping and documentation * Family Education and support. * Discharge Planning. * 6 months experience of managing a retail pharmacy as Pharmacy Manager.  |  | | --- | | **COMPUTER PROFICIENCY** |  * Knowledge of Microsoft Office (Word, Excel and PowerPoint). * Elementary knowledge of Oracle and inventory management software packages.  |  | | --- | | **CO-CURRICULAR AND AWARDS** |  * Qualified NEET in 2016 along with Board exams. * Cleared State level in MSME with self-formulated Lozenge’s formulation for ulcers. * Attended Conference on TRANSFORMATIONAL ERA IN HEALTHCHARE: THE PATHWAYS TO SUSTAINABILITY. * Certificate of Participation in Quiz competition under Treatment of cancer using In-situ Vaccine. * Awarded in various competition in school like Chess, Debate, Quiz, Singing, Cricket. * Attended workshop on Computer Aided Drug Design (CADD) * Rank 1 In MBA hospital management Semester 3 with 75.37% * Rank 3 in MBA hospital management Semester 4 with 79.66%.  |  | | --- | | **KEY QUALITIES** |  * Steadfast and dedicated towards the work assignment given; * Optimistic and believes in turning impossible into possibilities; * A quick learner and co-operative with team members; * Innovative, Positive attitude, enthusiastic, proactive and assertive.  |  | | --- | | **PERSONAL INFORMATION** |  * Date of Birth 03/02/1997 (26 years) * Languages Known English, Hindi * Personal Interest & Hobbies Travelling new places, Reading Books, Blogs, Playing Cricket. * Permanent Address Main road Jhandapur, Sahibabad, Ghaziabad * Marital Status Unmarried |