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| mamta **singh**  **Sare Homes Crescent Parc, Sector 92, Gurgaon 122505· (+91) 8130181428**  minny.rajput28@gmail.com |
| A self-motivated professional having 6+ years of experience in Operations, Corporate Wellness, Team Handling, Relationship Building, Client Servicing and MIS Handling. Skilled in Operations Management, Team Management, Negotiation, Relationship Management, Data Analysis, Customer Service Management and Team Leading. Highly Organized, Process Oriented, Proficient with Computer. Seeking to work in an environment which encourages me to succeed and grow professionally and where I can fully utilize my experience, training, management skills, negotiation skills and knowledge appropriately while making a significant contribution to the organizational goal. |

# Experience

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| Total work experience: 6+ yearssep 2021 to presentOperations**VH Medcare pvt ltd (A Unit of Vidal health group), gurgaon****Designation: assistant manager - operations (corporate wellness)****Roles: corporate & provider Management, Networking Management, Team Management, Account Reconciliation, Relationship management, Training & quality Management, onsite health camp manaGEMENT, Escalation HANDLING, Billing & payment management** **key Responsibilities:**  * Managing overall wellness activities of corporate clients. * Managing operations part of the projects which include service delivery, managing escalations, corporate invoicing and provider payments etc. * Networking and rate negotiation with Hospitals, Diagnostic Centers and Wellness Aggregators for tie-up of AHC, EHC and PEHC packages for various corporate clients. * Co-ordination with service providers and corporate clients for Onsite Wellness Camps. * Working for the betterment of the projects by implementing or adding new services/processes in the existing projects. * Managing a team of 8 members for smooth execution of corporate wellness projects. * Maintaining department specific data and making it available to the management as and when required. * Provider account reconciliation & corporate account reconciliation. * To prepare and maintain MIS on regular basis. * To communicate with the higher management for preparing a strategy to run operations smoothly. * To work on hospitals empanelment, rate negotiation, verification of documents and MOU received from the hospitals. * Submitting complex data into synchronized reports to my seniors. * Supporting my seniors with projects and tasks when required. * Preparing revenue data monthly, quarterly, yearly basis and as per requirement. * Liaison with multiple stakeholders like – Tech, Product, marketing, HR and Finance to execute daily operations. * Order to collection tracking and closing. * Managing a team’s task responsibilities, assigning work to team members, helping them in their assigned tasks and providing training to them as and when required. * Listening to team members’ feedback and resolving their queries or issues. * Tracking customers’ satisfaction & ensuring closure of complaints. * Supervise operations team to ensure operational excellence and excellent customer service.  Aug 2017 to sep 2021Operations**Vipul medcare pvt ltd, gurgaon****Designation: Executive – Operations (corporate wellness)****Roles: corporate & provider coordination, health check-ups management, CoVID Vaccination Drive****key Responsibilities:**  * Proper execution of pre-employment, annual health check-ups and covid vaccination drive for various corporate clients. * Maintaining good relationship with service providers and clients. * Preparing and maintaining MIS on regular basis and sharing the same with the corporate as and when required. * Monthly reporting & analysis. * Handling clients' escalations and providing customer service to clients. * Providing help & support to team members in their assigned tasks. |
| Employment history  * Worked well independently and in a team to solve problems. * Served as a friendly, hardworking and punctual employee. * Organized and prioritized work to complete assignments in a timely and efficient manner. * Brought forth excellent time management and multitasking skills. * Executed superior planning skills. * Worked with managers and business units to determine event and project budgets. * Generated operational reports for management as needed. |
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# academic qualifications

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| 2016MBA (Finance & HR), lovely professional university, punjab2012B.Com, Maharashi Dayanand university, Haryana |

# Skills

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| * Quick Learner * Decision Making * Team Management * Ability to work under Pressure * Problem Solving * Ability to work in Team * Data Analysis * MS Excel * Customer Service | * Rate Negotiation * Relationship Management * Punctual * Ability to Multitask * Self-Motivation * Organizational Skill * Presentation skill * Detail Oriented * Leadership |
| **PERSONAL DETAILS** | | |

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| Language known - English, hindihobbies - STUDYING, LISTENING TO MUSIC, dancing, TRAVELLINg and learning new skills. |
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# Declaration

I hereby declare that all the above information is correct and accurate up to the best of my knowledge & belief.

**Date: (Mamta Singh)**

**Place:** Gurgaon