

CURRICULAM VITAE

An Overview:

Achievement driven, high performance management executive and strategic leader having dynamic career of over 12 years. Have excellent communication skills summed up with the expertise handling hospital services, practice of quality, facility management and procurement in healthcare facility. Have experience in leading team with high ability to demonstrate continuous effort to improve operations streamline work processes and work cooperatively to provide quality patient service.

Skills:

- Operational excellence
- Hospital administration
- Quality assurance
- Patient care management
- Cross functional coordination
- Strategic planning and leadership
- Procurement management
- Process excellence and enhancement
- Business development

Educational Qualification:

- MBA IN HEALTH CARE from SGV University, Jaipur (distance learning) from 2022 to 2024.)
- MA in English with 55.2% marks from CCS University in 2003
- B.Ed. with 62.70% marks from Vivekananda College, Delhi University in 2001
- Intermediate +2 (Humanities) CBSE with 71% marks.

SUMMARY of Work:

1. Working in Metro Hospital & Heart Institute, Noida (NABH and NABL Accredited) as an Administrator since June 2019 to till date.
2. Worked in Metro Multispecialty Hospital, Noida (NABH and NABL Accredited) as an Assistant Administrator from 2nd February 2012 to 16th September 2018.

Key Areas:

- Follow up discharge process tracker from admission to till discharge.
- Managing daily operations of the hospitals, ensuring day to day service levels, operational targets.
- Expertise in handling entire hospital process cycle, introduction Of new protocols, quality assessments, multitasking positioning.

- Patient's feedbacks survey etc.
- Various sensitizing activities through training programs,
- Promotional activities for specialized services, patient, safety staff safety , disasters.
- Effective in establishing primary and secondary networks inside hospital.
- Check for proper housekeeping of the hospital premises
- Including BMW and maintenance of system and facilities of all departments
- Well acquainted with core concept of all hospital care in key patients areas.
- SOP drafting and implementation in accordance to hospital policies.
- Monitoring policies and procedures and taking corrective actions for achieving quality services.
- Formulating quality plan for development and growth of organization.
- Active member in various hospital cultural programs.
- Procurement of all medicines consumables, surgical implants,
- Medical equipment's, furniture and fixture.
- Proof reading and printing documents consents and medical forms.

Achievements:

- Best employee of the year in starting period.
- Praiseworthy professional achievement in coordinating foreign delegations. (Japan).
- Best convener award at the occasion of International Woman s Day.

Personal Details:

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Husband s name : Prateek Singhal

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