**Santosh kumar singh**  
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**SUMMARY:**   Top notch hospital Operations and Business Development manager with background of Managing all aspects of the Patient Care Excellence ; monitoring daily operations; ensuring adequate staffing levels for departments; developing and implementing Business development plans as required by Organization;

**Summary of Qualifications**

 Masters in Hotel & Hospitality Management with experience in Hospital & hotel.

 Knowledge of Hospital Operations and Business Development.

**Professional Experience**

**Healthcare Global (HCG), Bangalore**

Sept 24 – Till date

**Manager - Business Strategies & Operational Excellence**

1. **Process Improvement Leadership:**
   * Lead and manage process improvement projects aimed at enhancing operational performance.
   * Implement Lean, Six Sigma, and other methodologies to identify opportunities for cost reduction, process optimization, and waste elimination.
   * Facilitate root cause analysis and problem-solving exercises to resolve operational challenges.
   * Ensure that improvement initiatives align with the organization's strategic goals.
2. **Cross-Functional Collaboration:**
   * Partner with various departments, including Operations, Finance, HR, and IT, to drive improvement initiatives and achieve organizational goals.
   * Act as a change agent to promote a culture of continuous improvement and operational excellence across all functions.
   * Provide training and mentoring to employees on best practices for process optimization.
3. **Data Analysis and Reporting:**
   * Collect, analyze, and interpret data to identify trends, issues, and areas for improvement.
   * Develop and track key performance indicators (KPIs) to measure the success of operational improvements.
   * Prepare regular reports and presentations for senior leadership, outlining the impact of improvement initiatives and progress toward strategic objectives.
4. **Training and Development:**
   * Design and conduct training sessions on operational excellence methodologies, tools, and techniques.
   * Develop and implement a structured training plan to upskill employees and leaders in process improvement.
   * Foster a continuous learning environment, empowering employees to identify and act on opportunities for improvement.
5. **Change Management:**
   * Support change management efforts related to process reengineering, new systems implementation, and other organizational transformations.
   * Ensure smooth implementation of new processes and technologies with minimal disruption to operations.
   * Actively engage with stakeholders at all levels to ensure buy-in and successful adoption of new processes.
6. **Project Management:**
   * Manage multiple projects simultaneously, ensuring deadlines, budgets, and objectives are met.
   * Utilize project management tools to track progress and coordinate tasks across teams.
   * Prioritize projects based on business needs and impact.

**Apollo Fertility – New Delhi (Apollo Health & Lifestyle Limited), New Delhi**

June 2022– Aug 2024.

**Manager – Business Development and Operations: -**

**Key Responsibilities:**

1. **Operations Management**:
   * Oversee the day-to-day operations of the IVF center to ensure smooth functioning.
   * Ensure all clinical and non-clinical activities are conducted in compliance with healthcare regulations and protocols.
   * Monitor the centre's performance, ensuring services are delivered efficiently, on time, and meet quality standards.
   * Coordinate with the medical team (doctors, nurses, and lab technicians) to ensure proper handling of patient treatment plans, appointments, and medical procedures.
2. **Team Leadership**:
   * Lead, manage, and motivate staff, including administrative and clinical personnel.
   * Hire, train, and evaluate staff performance.
   * Schedule shifts and ensure appropriate staffing levels for peak times.
   * Foster a positive, supportive work environment that promotes teamwork and high employee morale.
3. **Financial Management**:
   * Develop and manage the centre's budget, ensuring the centre operates within financial constraints.
   * Monitor billing and payments for IVF treatments, patient consultations, and lab services.
   * Handle procurement of medical supplies, ensuring cost-effectiveness and timely delivery.
   * Generate financial reports and provide them to senior management as required.
4. **Compliance and Quality Control**:
   * Maintain compliance with national and international standards in reproductive medicine, medical ethics, and health and safety regulations.
   * Oversee the centre's adherence to best practices in the IVF and fertility industry.
   * Implement quality control measures for laboratory processes, medical treatments, and patient care.
   * Prepare for and manage inspections or audits by regulatory authorities.
5. **Marketing and Business Development**:
   * Develop strategies to increase patient footfall and promote the clinic's services.
   * Establish partnerships with referring doctors, clinics, and other healthcare providers.
   * Coordinate marketing and outreach efforts, including digital marketing, seminars, and patient education initiatives.
   * Maintain the clinic's online presence and reputation.

**ART Fertility (Global Fertility Solutions Private Limited), Noida**

March 2021– May 2022

**Manager – Business Development: -**

* Builds market position by locating, developing, defining, and closing business relationships.
* Locates or proposes potential business deals by contacting potential Doctors.
* Screens potential business deals by analyzing market strategies, deal requirements, and financials..
* Closes new business deals by coordinating requirements; developing and negotiating contracts; and integrating contract requirements with business operations.

**Motherhood Hospital (Rhea Healthcare Private Limited), Noida**

July 2019– Nov 2020.

**Manager – Customer Experience / Operations: -**

* Hold Complete Responsibility of Smooth Functioning of Patient Care Services throughout the patient Journey.
* Developed long-term business strategy by using customer feedback to identify necessary process improvements.
* Regular Monitoring of Quality Indicators to maintain the benchmark as per NABH Standards.
* Grievance handling and keeping the NPS more than 80% (set by Organization).
* Daily following up with nursing in charges of any problems regarding Pharmacy / Diagnostics / other services.
* Ensuring smooth functioning of the IPD areas with maintaining all the TATs as mentioned in the processes
* Coordinating with the billing department and resolving any issues of Inpatients regarding their bills.
* Making Daily/Monthly analysis and revenue trends report and sharing it with Management.
* Manpower Planning for Keeping the P&L in line for the effective utilization of the resources to ensure quality patient care.
* Interface with SR Doctors, nursing, Lab, support Vendors to ensure smooth experience to patients.
* Oversee the housekeeping staff in keeping the wards clean and maintain hygiene of highest standards.

**Cloudnine Hospital (Kids Clinic India Private Limited), Noida**

July 2018 – July 2019.

**Deputy Billing Manager: -**

* Administrative and Functional head of Billing – IP and OP.
* Department Manpower Planning, Selection & Retention of staff.
* Taking Full Responsibility of Department and being accountable for department activities and performance.
* Working on Pricing strategy, new services and package formulations.
* Coordinating with Quality team & implementation of department SOP’s.
* Interaction with Consultants to sort out day to day issues and enhance their comfort level.
* Accounts & Finance for recovery and Audit.
* Ensure all Billing Protocols & Policies are followed and implemented properly.
* Manage Duty Roster, Leave Management, Deploy of Staff.
* Conduct weekly meeting, with Sales team to ensure maximum Bed booking is done on month to month wise.
* Managing Patients Feedback and maintain NPS Standard set by Organization.

**Rosewalk Healthcare Private Limited, Panchsheel Park- South Delhi**   
Nov 2017 – June 2018

**Guest Relation Officer**

* Managing Front office, Billing Department, Public Relations which included dealing with Patient queries.
* Ensure the Admission and Discharge process is running smoothly.
* Giving Information of all Kind of Hospital Packages.
* Focus on the department of preventive health checks to ensure timely delivery of services to patients
* Handle Complaints and specific customer’s request.
* Monitor front/back office stock, ensure proper mail distribution.
* Ensure that all accounting transaction and cash handling procedures are in compliance.
* Attend meeting with management for new ideas implementation, and maintain healthy relationship with all Doctors.
* Responsible for all works related front office and back office department.

**Fortis Healthcare Ltd, Greater kailash -2, New delhi**  
Feb 2013 – Nov 2017

**Patient Care Supervisor**

* Streamlines the Admission and Discharge process.
* Coordinate with OPD & IPD Department for best footfall.
* Ensures that patient appointments, room booking process functions smoothly.
* Ensure that patient data and management reporting is processed efficiently and accurately while maintaining proper security standards.
* Ensure that all accounting transaction and cash handling procedures are in compliance.
* Relive front office staff for Leves/breaks/lunches.
* Conduct regular monthly meetings with members of the Front Office and Communication Team to address current initiatives, projects and long term goals.
* Assists patients with information and provides necessary services upon their arrival or deprture from the hospital.
* Plans staff work assignments and schedules., Evaluates the work performance of the staff.
* Compiles and monitors bed status reports.
* Reports any incidence that occurs at the facility to the Patient Care Manager/operational Head.
* Maintain service standards as specified in the standard operating procedure

**Hotel Imperial palace, Rajkot, Gujarat**

2006

**Front office Assistant /(Job Trainee)**

* All major 4 departments, Front office, Housekeeping, F & B Service and F & B Production
* Learned Basics of Front Office, Check In and Check Out, Billing , Information and Reservation.
* In Housekeeping Department, Cleaning Process, Room decoration , Private and Public areas Like Rooms and lobby.
* In F & B Service.
* In F & B production,

**Education**  
Master Degree in Hotel & Hospitality Management,Punjab Technical University (2012)

Bachelor's Degree in Commerse , sambalpur University of Odisha

(2010)

Diploma In Front Office management , FM University of Balasore

(2007)

**Diploma in Computer Application, Sambalpur University**

**(2006)**

**Personl Details**

Name- Santosh Kumar singh

Date of Birth- 05th September 1986

Marrital status- Married

Parmanent addresss- Sector 16, C/107 , rourkela Sundergarh , Odisha

Language- English, Hindi, Oriya.

**Thanks & Regards**

Santosh kumar singh