

# AJAY KUMAR

Contact: +91-9999539197

Email: ajay02rk@gmail.com



## HOSPITAL OPERATIONS

*Chronicled Experience of 10 years in Cross-functional exposure to Hospital Operations*

- Competent and versatile Hospital Administration Professional offering a comprehensive experience of **19 years**.
- Currently spearheading with **Columbia Asia Hospitals Pvt. Ltd.**
- Keen strategist, adept at creating innovative strategies and formulating administrative policies for accelerated growth of the organization.
- **An all-rounder intellect of the Healthcare Industry** coupled with a wide range of skill in Credit Management, Quality Initiatives, Critical Thinking, Troubleshooting, Problem Analysis and Resolution.
- Demonstrated capability to bring out the best in others while creating a healthy and friendly work environment, thus enhancing operational efficiency and optimizing resource utilization.

### **Core competencies include:**

- Cross-functional Coordination • Hospital Administration • Relationship Management • Business Development

## Current Work Experience

**Sr. Manager - Operations**

**Yashoda Hospital & Cancer Institute**



**April-2023- till now**

### **Roles & Responsibilities**

- Formulating strategies for operational efficiency to maximize realization and customer retention
- Working towards to achieve incremental revenue and EBITDA
- To ensure OP services conversion and Pharmacy sales
- Daily report focusing OP and IP conversion for all departments.
- Monthly reporting and presentation of MRM(MIS) with focus on revenue, realization and customer satisfaction
- Managing day to day operations of Customer Relations, OPD, IPD, Pharmacy, Stores, IT and facility management.
- Have achieved business target in Conversion, Laboratory, Radiology and Pharmacy conversion
- Ensuring overall Customer Satisfaction
- Meeting all In Patients daily and ensuring that their requirements are met.
- To monitor Patient's feedback for area of improvement and ensure that for all negative feedbacks root cause analysis is being done.

**Associate Manager - Operations**

**Manipal Hospitals Pvt. Ltd**

**April-2023**

**March-2022 -**



### **Roles & Responsibilities**

- Formulating strategies for operational efficiency to maximize realization and customer retention

- Working towards to achieve incremental revenue and EBITDA
- To ensure OP services conversion and Pharmacy sales
- Daily report focusing OP and IP conversion for all departments.
- Monthly reporting and presentation of MRM(MIS) with focus on revenue, realization and customer satisfaction
- Managing day to day operations of Customer Relations, OPD, IPD, Pharmacy, Stores, IT and facility management.
- Have achieved business target in Conversion, Laboratory, Radiology and Pharmacy conversion

**Manipal Hospital, Ghaziabad as Head Customer Care, from May'2021 to Feb'22**

- Ensuring overall Customer Satisfaction
- Ensuring staff briefing is done shift wise
- Updating of logbook and ensuring staff adheres to it.
- Responsible for OPD/IPD Management.
- Ensuring BSS is followed.
- Ensure that Registration is done with correct details.
- Meeting all In Patients daily and ensuring that their requirements are met.
- Effective bed management for IP patient for smooth operations in IP.
- Ensuring all Bills are Correct, and settlements are done on time.
- To ensure adequate amount is collected or approval from Insurance is taken before any Surgery is being performed.
- Ensuring all Patient getting admitted are given written estimate and as per requirement re-estimate is given.
- To ensure that all the admitted patients get the desired room as per the given estimate and to manage IP beds.
- To ensure that calls are done twice daily to reduce IP and OP outstanding.
- To ensure that Insurance Patient are given all information related to Discharge and Insurance process.
- To monitor Patient's feedback for area of improvement and ensure that for all negative feedbacks root cause analysis is being done.
- To identify training need analysis for Staff and ensuring training is planned and executed accordingly.
- To evaluate post training score for its effectiveness.
- Ensuring that hospital's registration done on time with local Govt. authorities.
- To ensure that quality indicators of the hospital are maintained across all departments.
- Handing NABH processes and documentation.

**Joined as Technician- Non-Invasive Cardiology from October 2010**

**COLUMBIA ASIA**

OPD in-charge from January 2011 to March 2015

Customer Care Supervisor from April 2015

Head Customer Care from April 2019 to April 2021

## Past Work Experience

**Organization :** *Max Hospital, Gurgaon*

**Designation :** *Sr. Technician*

**Duration :** *December 2009 to September 2010*



### Job Profile

*Supervise Inpatient and outpatient activities and processes related to department. Handle the International Patient of the organization autonomously. Provide financial counseling to the patient/attendant during the OPD visit. Provide training of various processes of hospital.*

**Organization :** *Shanti Gopal Hospital, Indira Puram*

**Designation :** *Sr. Technologist Cardiology & Respiratory Lab*

**Duration :** *May 2009 to December 2009*



### Job Profile

*Handling the responsibility for Registration, OPD Billing. Assist Cardiologist in various procedures.*

**Organization :** *Delhi Govt. Hospital*

**Designation :** *ECG Technician*

**Duration :** *March 2008 to December 2009*

### Job Profile

*Handling the responsibility for ECG.*

**Organization :** *Mool Chand Hospital, Delhi*



**Designation :** *Executive- Cardiology & Respiratory Lab*

**Duration :** *November 2007 to March 2008*

### Job Profile

*Handling the responsibility for Registration, OPD Billing. Assist Cardiologist in various procedures.*



**Organization :** *Max Hospital, Noida*  
**Designation :** *Technician*  
**Duration :** *March 2005 to November 2007*

#### **Job Profile**

*Supervise Inpatient and outpatient activities and processes related to department. Handle the International Patient of the organization autonomously. Provide training of various processes of hospital and preparation for ISO & NABH audit.*

**Organization :** *Florence Hospital, Gurgaon*  
**Designation :** *Technician*  
**Duration :** *September 2004 to March 2005*

#### **Job Profile**

*Supervise Inpatient and outpatient activities and processes. Provide financial counseling to the patient/attendant during the hospitalization.*

---

#### **EDUCATIONAL CREDENTIALS**

**MBA (Operation Management)**  
NIMS University, Jaipur (Rajasthan)

**Graduation**  
CCS University, Meerut

---

#### **PERSONAL DOSSIER**

**Date of birth** : 2<sup>nd</sup>, December'1983

**Present Address** : Yamuna Vihar, Delhi,