

Professional Summary

- Qualified profession in the field of human resource administration finance and accounts.
- Expert in hospital administration and management.
- Carrying an overall experience of 21 years and 18 years in hospital administration and management.
- Proven work experience as a Senior Executive Assistant, Executive Administrative Assistant or similar role.
- In-depth knowledge of healthcare regulations and medical terminology.
- Ability to supervise and train team members.
- Experience with general ledger functions Excellent knowledge of accounting regulations and procedures, solving the all the suspense in accounting and auditing.
- Possess profound knowledge and understanding of rules and regulations affecting medical billing and insurance verification.

Skills and Strengths

- Human Resources, Recruiting, Supervision, Office Management, Payroll and Benefits, Employee Relations.
- Accounts Receivable, Patient and Employee Scheduling, Medical Insurance Billing, Front Office Operations, Written Report Preparation/Correspondence, General Office Skills.
- Passionate about clinical excellence.
- Critical thinker with strong conceptual and problem-solving skills.
- Great attention to detail with the ability to multi-task.
- Superb organizational, administrative and planning skills.
- Ability to work under pressure and react effectively to emergency situations.
- Ability to work independently and as part of a team.
- Excellent documentation, communication and IT skills.

Educational Qualification

M.B.A. (H.R.D.) Oct. 2004

M.Com. April 1994

M.Ed. June 1997

IT Skills

MS Office Tools

Hands-on experience with accounting software - Tally

In-house software for Hospital management.

Experience details

❖ **Admin Manager**

(2nd March, 2023 to till Date)

**LGI Hospitals,(A Unit of Nagpur Gi Sciences tre Private Limited),
60, Dr. Narendra Bhivapurkar Marg, Opposite Varhadi Thaat Restaurants,
Dhantoli, Nagpur – 440012 (M.S)**

Scope of work includes

Administration Dept., Purchase Dept., Store Dept.

Roles and Responsibilities

Administration Dept.

- To take daily rounds and Supervision in all departments in the hospitals Coordinating with different departmental head for any departmental Issues & Problem and try to solved them with coordinate with different External Hospital Agencies.
- Assured all departments were compliant with state, federal, and local regulatory agencies.
- Organize, control and coordinate services as per the hospital board regulations.
- Oversee the development and implementation of programs and policies for patient services, quality assurance, public relations and department activities.
- Authorize admissions/treatment as per agreed protocols.
- Respond to questions from doctors, nurses, and patients in a timely manner.
- Ensure all departments comply with the current healthcare laws and regulations.
- Stay up-to-date with healthcare regulations.
- Creating a positive and productive work culture through leadership.
- Submit reports and respond to inquiries from state and federal agencies, third-party payers, and other outside parties.
- Review and inspect equipment and reports to ensure safety and functionality.
- Maintained and monitored the supply of medical equipment, tools, documents, and other accessories.
- Monitored office supplies and medical equipment as well as informed management for their maintenance and repair if needed.
- Followed all safety rules and regulations as well as reported all accidents promptly, and corrected minor safety hazards.
- On recruitment of Doctors, Nurses and other Paramedic and support staff to induct them with the different department of staff and open their salaries account in the bank with coordinate with bank employees and for generating PF numbers with PF Consultant.
- To ensure new joiners have received offer letter, appointment letters, ID cards.
- Completing exit formalities and full & final settlement of employees.
- Issuing the induction kit & fulfill the joining formalities the new candidates.

Purchases

- Ensure that stationery and other utility stock levels are adequate and orders are made on time.
- Receiving the bills from new vendors and ensuring billing of vendors for background verification is being made.
- Keep records of all expenses and recommend techniques to reduce costs.
- Ensure fiscal performance.
- Maintain inventory for office suppliers and computer hardware, handle
- Requisition and purchasing of supplies as needed. Assist with and cost comparisons for supply vendors to maintain cost effectiveness and quality

- Monitor expenses and suggest cost-effective alternatives.
- Verify vendor bills and advise or make vendor payments.
- Manage office expenditure within the expenditure budget limits.

Store Dept.

- To supply of goods and materials against the indents are received from different Departments in Hospital.

❖ **Officer – Administration**
(22nd November, 2021 to 30th November 2022)
Viveka Super Specialty Hospital & Research Centre Private
Limited., 1-A, Naik layout, Subhas Nagar, Nagpur – 22 (M.S)

Scope of work includes

Administration Dept, Medical Records Dept., Pharmacy Dept., Finance & Accounts Dept., Store Dept.

Roles and Responsibilities

Administration Dept.

- To take daily rounds and Supervision in various departments such as OPD Registration
- Counter, IPD billing Dept., OPD Dept., OP pharmacy Dept., Pharmacy Stores etc.
- Upload MRI Reports of Indoor Patients in MEDNET.
- Prepared daily feedback form Report of Discharged Patients

Medical Records Dept.

- To check and inspect all indoor Patients Files for proper SNTD (Signed , Date & Time) in all IPD files and prepare data report of Audit Tools Analysis report and submitted to Hospital Admin .

Pharmacy Dept.

- To supervise the work of pharmacists
- Checked the stock of all medicines, injections as per system record with Physical stock for discrepancy.
- To check the stocks of High Value Medicines and Injections.
- To check a dead stock register.
- To check the expiry dates of medicines and injections by maintaining by pharmacist an expiry date register.

Finance & Accounts Dept.

- Arranged all the Pharmacy bills as per GRN.

Store Dept.

- To supply of goods and materials against the indents are received from different Departments in Hospital.
- Received the goods and materials from the Venders

❖ **Admin Manager (July 2005 –November 2021)**

Dr. S M. Patil Nursing Home, Ramdaspath, Nagpur

It is one of the leading nursing home in central Nagpur providing IPD / OPD facilities.

Scope of work includes

Administration, *Human Resource*, Accounts, Finance & Purchases, Back-office Management.

Roles and Responsibilities

Administration

- Serve as a liaison among governing boards like MPCB and NMC, medical staff and department managers.
- Assured all departments were compliant with state, federal, and local regulatory agencies.
- Organize, control and coordinate services as per the hospital board regulations.
- Oversee the development and implementation of programs and policies for patient services, quality assurance, public relations and department activities.
- Authorize admissions/treatment as per agreed protocols.
- Respond to questions from doctors, nurses, and patients in a timely manner.
- Ensure all departments comply with the current healthcare laws and regulations.
- Stay up-to-date with healthcare regulations.
- Creating a positive and productive work culture through leadership.
- Submit reports and respond to inquiries from state and federal agencies, third-party payers, and other outside parties.
- Review and inspect equipment and reports to ensure safety and functionality.
- Maintained and monitored the supply of medical equipment, tools, documents, and other accessories.
- Monitored office supplies and medical equipment as well as informed management for their maintenance and repair if needed.
- Followed all safety rules and regulations as well as reported all accidents promptly, and corrected minor safety hazards.
- Handled hospitalization for indigents and low-income patients.
- Coordinated in providing support services for the hospital.

Human Resource

- Evaluate personnel and prepare daily reports.
- Assist with recruitment, consenting, screening and enrolment of personnel.
- Coordinated and conducted management training in interviewing, hiring, promotions, performance review, safety and release.
- Strong skills in Human relations including motivation, leadership, sensitivity, communications, team building.
- Inform employees of new policies and other changes.
- Coordinate with doctors, nurses and other healthcare professionals to identify their issues and needs.
- Prepares employee wage and employment verifications, leave of absence requests, and extensions.
- Prepared monthly reports focusing on key performance indicators such as absenteeism, turnover, and Prepare accurate and timely reports both manually and through automated methods. Reports included, but are not limited to overtime reports,

- Inform controller of any discrepancies or inconsistencies in payroll reporting.
- Counsels with department heads and employees regarding performance reviews, personnel issues, scheduling, benefits, wages, etc.
- Supervised ward secretaries, administration staff and other personnel.
- Monitor administrative staff's performance.
- Develops programs that ensure the goals and objectives of the facility are properly defined and clearly established.

Accounts

- Practice financial acumen in managing budgets and supporting CA.
- Assist in CA in Computation of tax audit and prepare tax returns.
- Prepared financial pages for presentation to senior management.
- Determined beginning salaries and granted increases based on board approved annual budget.
- Managing Third party Insurance – Govt. & private insurance agencies.
- Verified patients' eligibility and claims status with insurance agencies.
- Plan and direct patient insurance documentation.
- Analyse billing and claims for accuracy and completeness; submit claims to proper insurance entities and follow up on any issues.
- Support budgeting and bookkeeping procedures.
- Maintain and track petty cash and daily IPD cash.
- Create quarterly and annual budgets.
- Performed periodic budgeting/modelling to project monthly cash requirements.
- Summarizes current financial status by collecting information and assist & support CA in preparing balance sheet, profit and loss statement, and other reports.
- Maintain and manage accounts payable and accounts receivable records.
- Verify bank deposits and bank payments and reconcile with bank records and statements.
- Assist in preparation of annual cost report.
- Reconcile accounts payable and receivable.
- Ensure timely bank payments to vendors / supplier /third party.
- Supervised invoice processing, purchase orders, expense reports, credit memos and payment transactions.
- Answer customer questions regarding problems with their accounts.

Finance & Purchases

- Ensure that medicine, stationery and other utility stock levels are adequate and orders are made on time.
- Keep records of all expenses and recommend techniques to reduce costs.
- Monitor office expenditures and handle all office contracts (rent, service etc.)
- Ensure fiscal performance.
- Maintain inventory for office suppliers and computer hardware, handle requisition and purchasing of supplies as needed. Assist with and cost comparisons for supply vendors to maintain cost effectiveness and quality.
- Monitor expenses and suggest cost-effective alternatives.
- Recommends financial actions by analyzing accounting options.
- Verify vendor bills and advise or make vendor payments.
- Manage office expenditure within the expenditure budget limits.

Back-office Management

- Managed day-to-day office activities, scheduling appointments, monitoring/directing telephone consults, verifying patient care eligibility, checking-in patients, monitoring front desk staff.
- Complete timely and accurate documentation of patient visits.
- Prepares payments by verifying documentation, and requesting disbursements.
- Coordinate with accounts receivable team in collecting payments from customers.

❖ Administration Executive (Nov.'02 to July'05)

LANTastik Information System, Nagpur

Job Responsibility

- Major duties include (but not limited to):
- To look after the Administration & Accounts includes,
- Development of departmental goals and objectives.
- Developing, recommending and implementing personnel policies and procedures; preparing and maintaining handbook on policies and procedures; Employee counseling. Performs annual cost/performance administration; orientation, billing, record keeping, compliance regulations, etc
- To develop and conduct employees training; communication, coaching, etc. Personnel records maintenance (files, HRIS).
- Planning of organization functions.

❖ Research Associate (Apr 1999 to Oct 2000)

At National Institute for the Visually Handicapped (N.I.V.H.), Dehradun
(Under Ministry of Social Justice and Empowerment, Govt. of India).

Job Responsibility

- Pursuing research in the field of Visually Handicapped.
- Working on Project – “A Comparative Study of Performance of the Visually Impaired Children in Integrated & Residential Settings”

Personal Details

Name	:	Sameer Keshao Pendharkar
Father's Name	:	Shri Keshao V. Pendharkar
Permanent Address	:	55, "Ameya" Apts, Surendra Nagar, Nagpur-440015 (M.S.)
Date of Birth	:	4th August 1971
Email	:	sameerkpendharkar@gmail.com
Mobile	:	+91 9422162948
Marital Status	:	Married
Language Known	:	English, Hindi, Marathi