

Dr. Neha Sharma

BDS, MBA (Hospital Management)

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Professional Summary

A results-driven healthcare professional with 14+ years of experience, including 8 years as a Dental Surgeon and 5+ years in hospital administration & operations. Skilled in managing OPD and Emergency services, streamlining workflows, and enhancing service quality. Supporting international patient coordination and serving as Assistant to the Medical Director. Known for driving patient satisfaction, ensuring compliance, and supporting leadership in strategic healthcare management.

Professional Experience

Senior Executive Administration

Balco Medical Centre, Raipur, India

November 2022 – Present

- Supervised daily administrative operations for the OP & Emergency Room
- Coordinated international patient services, including logistical support, admission, and treatment planning.
- Supported DNB coordination and assisted in audit preparation for Surgical, Medical, and Radiation Oncology departments.
- Part of the core team for NABH 5th Edition audit, supporting documentation, internal audits, and compliance across departments.
- Involved in patient navigation services, ensuring smooth transitions and care continuity for oncology patients.
- Conducted soft skill training sessions for customer care executives to improve patient interaction and service experience.

- Assistant to the Medical Director, managing strategic communications and departmental coordination..
- Served as a core member of the organizing committee for the oncology conclave, coordinating event planning and logistics for national and international oncologists, and ensuring smooth execution of all sessions and delegate experiences.
- Managed HR activities such as recruitment, onboarding.
- Facilitated internal scheduling, departmental meetings, and hospital-wide event planning.

- Maintained strong relationships with patients, families, and consulting physicians to ensure seamless care delivery.
- Documented and followed up on EXCO and MANCOM MoMs, tracking action items and closing the points.
- Supported business development by identifying service gaps and proposing new initiatives.
- Participated in daily clinical and facility rounds, ensuring compliance, identifying service gaps, and resolving real-time issues, maintaining a productive and positive work environment.
- Contributed to strategic planning in collaboration with the Medical Superintendent and Medical Director.
- Identified business development opportunities to enhance departmental services and improve patient access to care

Executive – Operations

Shri Anant Sai Hospital

April 2020 – October 2022

- Handled day-to-day hospital operations across multiple departments.
- Collaborated with clinical and non-clinical teams to optimize staff schedules and resource utilization.
- Supported strategy implementation for improving patient journey and service efficiency.

Education

- **Ph.D. in Health Administration** (*Expected June 2026*)
Kalinga University, Raipur, India
- **MBA in Hospital Administration & HR Management** (*June 2022*)
Kalinga University, Raipur, India
- **BDS (Bachelor of Dental Surgery)** (*April 2011*)
K.L.E Society's Institute of Dental Sciences, Bengaluru, India

Skills

- Hospital Operations & Administration
- Executive Support & Strategic Coordination
- International Patient Logistics
- HR & Staff Management
- Outpatient & Emergency Services Management
- Patient Care Experience & Communication
- EXCO & MANCOM Meeting Coordination
- Quality Improvement

Projects

Study: Reducing Waiting Time in Hospital Departments

- Conducted time-motion study in OPD and billing departments.
- Identified bottlenecks contributing to delays in patient service.
- Proposed workflow and staffing changes to optimize patient flow.