

Md. Asif Kamal
M.B.A (Hospital Management)

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Objectives

To join an organization with a progressive outlook that can offer challenge, dynamism and ethical values.

Professional Summary

Master of Business Administration **M.B.A** from (Vinayaka Mission University) **with nearly 9 years** of work experience including Gulf countries and India in Hospital and health care Administration department.

Professional and key skills

Good knowledge of Hospital Administrative work, Handling and manage the patient and query's, Knowledge of Operating System (windows xp, vista, win-7 etc.). Good command in MS Office (Word, Excel, Power Point). Knowledge of MS Outlook. Proficient in Internet applications. Typing speed 35 wpm. Good oral and written communication skill. Proficient in handling all types of documents.

Hard worker and works well in a target oriented and busy environment. A pleasing outgoing personality and have an ability to convince ideas. Self-confident, loyal and motivated to carry out the work entrusted. Quick learner, and work well in with the group and challenging organizational environment.

Professional Experience:

- Gulf (Middle East) Experience 4.6 Years.
- India 5 Years

Educational Qualification

- **MBA (Hospital Management)** Vinayaka Mission University
- **Certificate course in ISO 9001:2015 Quality Management System Auditor**
- **B.Sc (MLT)** Vinayaka Mission University
- **One year apprenticeship** Training course from **Safdarjung Hospital New Delhi.**
- **2 Years Medical Lab Technology (MLT)** from B.I.E.C Patna
- I. SC.(10+2) B.I.E.C Patna
- 10th B.S.E.B Patna

Additional Qualification

- Certificate Course in MS-Office (Technocrats-New Delhi)

Employment History :-

Organization	Designation	From	To	Place
CPP	Admin officer	March-2019	Dec-2020	KSA
Thyrocare	Admin & Quality Officer	March-2018	Feb-2019	DELHI
AL- Robaya Holding Company(ARHC)	Admin Officer	Jan-2016	Nov-2017	Abqaiq (Saudi Aramco Project)
DM Health care (Dubai)	Customer/Patient Service Executive	Feb-2014	Dec-2015	Business Bay (Dubai)
Fortis Escorts Heart Institute at SRL Ltd.	Patient/Customer care officer	Dec-2012	Jan-2014	Delhi
PSRI Hospital (JK Group)	Executive (Front office)	Nov-2011	Dec-2012	Delhi
Sam Imaging and Diagnostic center	Lab Technician	Aug-2006	Sept-2009	Delhi

Roles & Responsibilities & Achievements:

- To ensure Cleanliness and orderliness is maintained in the company premises.
- Provide good experience to visitors through well trained staff
- To ensure premises of the company is manned by security personnel and invigilated through round the clock
- To frequently communicate and prepare reports on the administrative activities.
- To manage accounts, attendance, movements of staff.
- Assisting with the team for NABH and NABL accreditation process.
- Preparation of training module for NABH topics and technical topics
- Coordination with quality team.
- Patient satisfaction survey.
- Data collection and analysis.

- To update the IPD file and complete the billing procedure.
- To enquire from the patient, details regarding first visit or follow-up, name of the doctor for consultation and whether the patient is covered by insurance.
- To feed in OP visit entry details into the computer and ensure that the patient is made comfortable in the waiting area.
- To complete billing procedure insurance formalities and inform the patient the total bill amount.
- To hand over the bill to the patient and request the patient to make the payment.
- Coordination with different department to solve Patient query.
- Solving discrepancy between TRF and test code/client code post accession
- Patient complaint handling.
- Resolving problem related to samples.
- Answering test queries-in house.
- Report query
- Documentation
- Making FOS data for weekly quality meeting .
- Handling OPD.
- Make admission of Patient in desired category that they want.
- Providing proper information to all the visitors and patients.
- Giving appointment for consultant and procedures.

Personal Details

Date of Birth	:	23.05.1985
Sex	:	Male
Religion	:	Islam
Nationality	:	Indian
Languages Known	:	English, Urdu Hindi.
Marital Status	:	Married
Address	:	R228B/4 Sir syed road joga Bai ext.Jamia nagar N.Delhi
Passport no	:	P2459556
Date of Expiry	:	December-2026

Place: New Delhi

Date:

(MD Asif Kamal)