** ARPITA C. PATEL**

**Mobile Number:** 9427704240, 8140082520

**E-Mail:** [arpitachiragp@gmail.com](mailto:arpitachiragp@gmail.com)

**PERSONAL GOALS**

* Seeking a Challenging & creative Work where I can grow with the Organization with Greater responsibility and Prove Myself as a valuable asset to the Hospital

**SUMMARY**

* B.Com professional with over 14 Years of experience in the field of PRO (Floor Coordinator).
* Excellent interpersonal communication and organisational skills with abilities in Patients Management, and maintaining healthy relationships with clients.

**EXPERIENCES**

1. **Kaizen Hospital.**

Working as PRO (Floor Coordinator) **at Kaizen Hospital** From December 2016 to till date.

1. **Shalby Hospital**

Working as a PRO (Floor Coordinator)  **at Shalby Hospital**  From May 2011 to November 2016.

**3) Pulse Women’s Hospital.**

Worked as Senior Executive (Front Desk) **at**  Pulse Women’s Hospital**.**

April 2005 till Feb 2011.

**Work Responsibility**

* Take daily rounds of hospital in morning and evening, meet indoor patients, Establish and maintain relations with patients
* Attend patient grievances and take action immediately
* Ensure facility availability in patient’s room before admission, daily and after discharge and if not provide immediately.
* Co- ordinate with all other department of hospital for smooth patient stay.
* To get patient feedback form & testimonial filled with patient/relative, and discuss with management and take corrective actions immediately.
* Analysis of patient feedback form and generate monthly report
* Respond to request from patient, staff and consultant without delay
* To check and maintain cleanliness in all the patient rooms, passages, toilets and all other areas of ward & ICU.
* To ensure proper services of cafeteria to indoor patient and their relatives
* To co-ordinate the discharge process and ensure minimum time for discharge of patient.
* To help in the indictor data collection for NABH.
* Responsible for giving all the information and meet patients for room showing and explain services.
* Responsible for giving interim bill to IPD patient in their room.
* Responsible for leads generation for corporate & society activities (Weekly at least 3)
* Responsible for taking feedback of every discharges patients written & video.
* Responsible for calling all the discharged patients after 3 days of their discharge.
* Promotion of health check up package to IP Patients.

**EDUCATIONAL QUALIFICATION**

* I had finished my Graduation (B.Com) with Gujarat University in April 2002.

**STRENGTHS**

* Take Initiative
* Ability to grasp quickly
* Quick to learn new skills
* Diligent
* Positive Attitude

**COMPUTER SKILL**

* Computer Knowledge      :    MS-Excel, MS-Word, MS-PowerPoint
* Operating Systems   :    WINDOWS XP, WINDOW 7
* Languages    :    Basics
* Software(s)/Packages     :   MS Office
* Course : Computer Literacy Programme

**PERSONAL DETAILS**

* **Address:**  227/ 2717, Satyam Appt.Sola Road, Naranpura, Ahmedabad- 63
* **Date of Birth:** 25-12-1974
* **Marital Status:** Married
* **Gender:** Female
* **Languages known:** English, Gujarati, Hindi
* **Hobbies:** Internet Surfing, Reading, Music
* **Nationality:** INDIAN

**Date:**

**Place:                  ARPITA C. PATEL**