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|  | **Soham Shah**  C 14 , Jaymin Apartment, Near Kirtimandir Society, Chandranagar,Paldi Ahmedabad, Gujarat 380007  C 14 , Jaymin Appartment, Near Kirti Mandir Society, Chandranagar,Paldi 380007, Ahmedabad, Gujarat  9725831354  [sohamwd@gmail.com](mailto:sohamwd@gmail.com) |

**Professional summary**

* Energetic Patient care coordinator cum counselor, dedicated to efficient and effective collaboration between care teams, patients and families. Outgoing professional with collaborative and flexible approach to reaching mutually beneficial resolutions.
* Knowledgeable in behavioral monitoring, rehabilitation techniques. Compassionate, understanding and friendly demeanor specifically with cancer patients.
* Responsible and enthusiastic about supporting best practices in hospital operations, compliance and healthcare management. Demonstrated strengths in multi-area management, quality assurance and services .Hardworking professional and passionate patient advocate.
* Also, adept at handling the administrative functions in a hospital involving vendor management, financial management, inventory management and purchase of medical equipment
* Overseeing recruitment of all healthcare based job positions.
* Team-based management style coupled with the zeal to drive visions into reality
* Motivation based management style to extract the best from the team members.
* Immensely proficient in policy designing, budgetary control, vendor negotiations, procurement, etc.

**Work history**

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| **January 2018**  **－**  **Current** | **Synapse Mother & Child Care Ahmedabad**  Human Resource Manager, Patient Care Coordinator |

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| **February 2014**  **－**  **December 2017** | **Bodyline Hospital Ahmedabad**  Human Resource Manager, Patient Care Coordinator |

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| **April 2011**  **－**  **January 2014** | Shah Hospital **Ahmedabad**  Hospital Administrator |

**Key Roles and Responsibilities**

**Patient Counselor and Coordinator:**

* Worked specifically with cancer patients, whether newly diagnosed, coping with treatment, or even terminally ill. Answered all their questions and advised them.
* Provide crisis intervention therapies-with clients and determine the risk of suicide or other harmful behaviors when necessary.
* Advocated for clients to assist with additional supplementary services beyond the counselor's office, such as medication, social services, and housing help.
* Developed a treatment plan for clients based on diagnosed condition, family input, client conversation, and other lifestyle aspects.

**People Management:**

* Imparting continuous on-job training to the workforce for enhancing their operational efficiencies through knowledge enhancement and skill grooming.
* Acting as an interface between doctors & other hospital staffs to render reliable healthcare solutions to patients.
* Counselling staff on personal and professional problems.
* Suggesting department heads in setting up personal as well as professional development goals for team members.

**Workflow Management:**

* Formulating both long term and short term strategic plans to boost operations.
* Implementing policies that improve as well as protect health, safety, security, quality of work life & environment to ensure proper organizational effectiveness.
* Establishing a robust workflow for all departments in command to enhance work processes and efficiency.
* Liaising with departmental heads to curb turnaround time for numerous diagnostic reports and developing the efficiency of discharge/admission processes.
* Ensuring all departmental safety standards and protocols are strictly abided by in lab, pharmacy, physiotherapy, radiology and customer care.

**Hospital Management:**

* Overseeing complete technical, administrative & workforce (medical & non-clinical) management of the hospital.
* Administering service operations & maintenance of building, utilities and equipment.
* Handling a large team of staffs and managing hospital operations comprising recruitment, budgeting, personnel, HR & technology to achieve business targets & service delivery metrics.
* Not just meeting but surpassing income and expenditure targets.
* Developing productive relationships with multiple stakeholders for multi-agency partnerships.
* Serving as SPOC for supervising hospital operations involving Human Resource, Finance & Accounts, Materials & Pharmacy, IT, Marketing, Biomedical Engineering Department, etc

**Accreditation:**

* Setting up structured processes and standards to achieve accreditation.
* Inculcating awareness in the staffs by getting them properly trained.
* Working closely with various HODs for significant document generation and collation.
* Reviewing all departmental manuals to assure that they are in line with the guidelines.

**Skills**

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| * Hospital Administration * Cross Functional Coordination * Employee Empowerment and training * Quality Assurance * Medical Record Management * Patient-focused therapy * Family and patient support | * Triaging patient concerns * Patient and family education * Patient care services coordination * Patient-focused quality service * Confident in moving and handling patients * Strategic business acumen * Strong commercial acumen |

**Education**

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| **2012** | Mewar University Chittorgarh  Master of Business Administration |

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| **2011** | C DAC Computer Centre **Ahmedabad**  Post Graduate Diploma In Computer Applications |

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| **2010** | Gujarat university **Ahmedabad**  Bachelor of commerce |

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| **2007** | Gujarat University **Ahmedabad**  Senior Secondary School Certificate Examination |

**Technical Expertise**

MS Office

Photoshop

Coral Draw

Dreamweaver

**Personal Attributes**

Accountable, Amiable, Analytical & Critical thinking, Compliant & Adaptive, Considerate, Detail Oriented, Honest & Hardworking, Leadership, Progressive, Punctual

**Personal Dossier**

**Notice Period –** 30 Days  
**Salary Expectation** – Negotiable  
**Open to Relocation –** Maybe  
**Passport –** Yes  
**Communication Address** – C 14, Jaymin Apartment, Paldi  
**Phone –** 97258331354  
**Email – sohamwd@gmail.com   
Marital Status –** Single  
**Gender** – Male  
**Languages –** English, Hindi, Gujarati

**References**

Will be glad to furnish on request.

**Declaration**

All the data stocked above are true to the best of my understanding.