

Curriculum Vitae

Personal Details:

Name : Jalpa Mihir Shah
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Career Objectives:

I would like to get associated with an organization, where I can exhibit my hardworking, persistence and consistence way of working towards goals, which would help both my organization & professional growth and development.

Professional Strength:

- Extensive experience in the health care sector.
- Effective commands over verbal and written communication with good interpersonal skills.
- Strong supervisory, organizational and management skills.
- Details oriented and resourceful in the completion of task. With ability to multi-task effectively.
- Demonstrated ability to function effectively as a team player as well as working independently to achieve objectives.
- Possess strong problems resolution skills.
- Familiar with operating system like Microsoft power point, excel, word and the Internet.
- Able to take responsibilities.

Professional Qualification:

- Post Graduate Diploma in Hospital and Health care management from Gujarat University. [2012]
- Graduation in Commerce with Accounts from H. L. Commerce College from Ahmedabad. [2003]
- Certificate Course in Tally (version 7.2 & 9.0) Software.
- Certificate Course in Web Designing with HTML, CSS and Java Script.

Computer Knowledge and Certification:

Tools: Windows, MS office, Corel Draw, Photoshop, MS Front Page, Dream weaver, Flash, HTML, CSS, Java script, Tally, Internet

Professional Experience: - (16 years)

- **Nova Pulse IVF Clinics Pvt. Ltd.**

Center Manager - operations [Jan 2017 - July 2020]

OP Manager [April 2015 - Jan 2017]

IVF Coordinator [November 2011 - March 2015]

- **Pulse Women's Hospital**

Asst. Manager [2009 - 2011]

IT Head [2008 - 2009]

OPD Manager [2006 - 2008]

- **Advanced Fertility & Endoscopic Centre and Melbourne IVF Gujarat (MIVFG)**

OPD Manager cum Asst. Management Representative [2003 - 2006]

Asst. in charge of the Management Representative for ISO 9001:2000 [2004]

Job Profile:

- Responsible to take continuous follow up of patient retention and satisfaction, refer doctors' communication and maintaining database of IVF Patients to maintain and increase patient flow and success rate of the hospital.
- Establish key performance indicators and targets for major functions
- Analyze performance and activity indicators to identify improvement opportunities
- Liaise with other departments e.g. IT, HR, Purchasing and Finance to obtain timely support for the program
- All the front office, support staff and junior administration staff reporting directly.
- Handled all department of the center including OPD, Sonography, Patient Care and billing, Pathology and Pharmacy, their HODs reporting directly.
- Have extensively worked on and received the ISO (Indian Organization for Certification) for the Advanced Fertility & IVF Center and later headed the NABH (National Accreditation Board for Hospital & Healthcare providers) accreditation program for the Pulse Women's Hospital.
- Taught various topics to the staff such as soft skill, dressing etiquettes for a manager, English speaking and writing skills.
- Organized and managed events, guest lectures, press conferences and visits on behalf of the academy and contributing wherever possible.
- Took up training program for the staff of the hospital at various levels as an official in-house trainer in alliance with the HR department.
- Contributed on the whole to institution building.
- Coordinating and managing multiple priorities given by Director and Management.