

ALFIYA ALTAF SOLKAR

ADMINISTRATION –
OPERATIONS / QUALITY MANAGER



PROFESSIONAL PROFILE

- A goal-driven highly enthusiastic healthcare professional with 3 years of experience in **Business Administration & Operations**, Accreditation & **Quality Improvement** & **Human Resources & Compliance**.
- Have delivered proficiency by achieving **Accreditation** for 60 bedded hospital with **Team Leadership, Relationships, Risk analysis**, with **Budget management** contributed to **Revenue & Business Development**.
- Seeking opportunities to reflect the standards of performance for **both organizational & personal growth** with an ability to strategize & execute tasks seamlessly & deliver the best result in constantly challenging scenarios.

TECHNICAL SKILLS

- Administration & Operations.
- TQM | SOPs | Accreditation.
- HRM | Employee Management.
- Coaching-Mentoring | Payroll.
- Project Management.
- Mapping, Root Cause Analysis.
- Statistical Data Analytics.
- Customer Service Satisfaction.
- Procurement | Negotiation.
- Marketing Strategy.

SOFT SKILLS

- Critical Decision Maker
- Conflict Resolution Technique.
- Continuous Mindset Upgrade.
- Effective Communicator.
- Systematic Time Management.
- Team Leadership | Teamwork.
- Collaboration & Creativity.

EDUCATION

Master's in Business Administration-
Healthcare & Hospital Management
D Y Patil University
2019 – 2021

Bachelor's of Science –
Paramedic - Cardiac Technology
MGM Institute of Health Sciences
2015 - 2018

EXPERIENCE

New Millennium Multispeciality Hospital, Navi Mumbai (60 Bedded) *Hospital Administrator / Operations / Quality / HR / TPA / MRD*

April 2021- October 2022

- A **decision-maker** secondary to MD, a **liaison**, in charge of the overall direction & development of the organization.
- Facilitate periodic meetings to discuss problems to resolve them instantly.
- Oversee **operations** & timely treatments to ensure patient care & safety.
- Developed adequate **projects, policies (SOPs) & Financial governance principles** to monitor the new process initiatives.
- **Spearhead the team**, supported & encouraged staff for team work.
- Secured Accreditation in **6 months**, applied pertinent facts, data & rules.
- Contributed **25% to 35%** to the expansion of the organization.
- Conducted **clinical & medical audits**, for any required intervention.
- Collaborate with cross-functional members of various departments to acquire legitimate **Legal & Statutory compliance**.
- **HR documentation** of personnel records & **appraisals** with **payroll**.
- Conducted Induction, training & development programs with the recruitment process for **talent acquisition** to plan the workforce.
- Developed new avenues for provision as per **government agreements** & clearance for the establishment of a new branch **with 110 beds**.
- **8-10 new** affiliations of **Insurance companies** with best **GIPSA rate**.
- Attracted new patients with various marketing strategies.
- **Collaboration with 30+ Industries** for Occupational Health Safety Checkups under **DISH Certification** & developed reliability.

D.Y. Patil Hospital, Navi Mumbai (2000 Bedded)

Patient Coordination & Operations Management for set up of COVID ICUs

August 2020 - January 2021

- Ensured the **Resources' allocation & entity requirement**.
- Gap Analysis, RCA, CAPA, **Incidence, Emergency, Evacuation**, & **risk management** to ensure patient safety.
- Conducted **awareness programs** with **proper training & mock drills**.
- Delt with vendors for required **Inventory & Medical supplies**.

COURSES –

- Healthcare Operations.
- Lean Six Sigma Green Belt.
- Healthcare Quality & Safety.
- Digital Marketing.
- Microsoft Office Suit: Excel, Word, Powerpoint & Outlook.

PERSONAL DETAILS –

D.O.B – 06th September, 1995.
Nationality – Indian.
Languages – English, Hindi, Urdu, Marathi, French & Arabic Learner.
Location – Al Majaz, Sharjah, UAE.

CONTACT DETAILS —



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MPCT Surana Associate Hospital 100 Bedded)

Management Trainee | October 2019 - March 2020

Cath- Lab & OT Technician / September 2018 - November 2018

- **Clinical, Non-Clinical** departments study, Observation & Supervision.
- Patient & Employee **coordination & feedbacks** to ensure satisfaction.
- **Human Resource** - Assisted HR for NABH Audit for filing & engaged with training modules, appraisals, Team Calendar & Meeting scheduling.

Masina Heart Institute, Byculla (270 Bedded)

Cath-Lab & Cardiac OPD Manager | December 2018 - June 2019

- Customer-friendly information desk with daily OPD operations.
- Resolved conflicts through **education, counseling & Orientation.**
- Managed Cath-Lab with **compliance & quality control.**
- **Quantitative Data analysis** of confidential medical records.
- Strengthened **Internal Marketing** for **business generation.**

Career Coaching Classes, Navi Mumbai

Maths & Science Lecturer (Std VII to XII) / March 2013 - July 2015

- Administrative job management, supervision, and set demonstrations.
- Created efficient teaching strategies to aid in student learning.
- Supported and helped students progress by working with them.