

**Ms. Seema Ghogale**  
**Email ID: ghogalesv@gmail.com**  
**Contact Number: +971-559037057**



I have a total work experience of over eight years in Administration, Documentation and compliances, Operations, Information Technology and Coordination. Human Resource management, Financial and Materials management, Health insurance and related claims risks, Compliance programs of Audit, Inspection, accreditation, licensure and Legal.

Seeking for get an opportunity where my expertise and experience can be leveraged to impact on organization's growth.

#### **WORK EXPERIENCE:**

---

**Organization:** KHARGHAR MEDICITY HOSPITAL, Kharghar, Navi Mumbai, Maharashtra, India.

**Designation:** Head of Operations

**Reporting To:** Director

**Duration:** 15/09/2014 To 31/08/2022

**Year of Experience:** 8 years

- **Managing Administrative Functions:**

- Performed a wide range of tasks such as administrative activities, management of day-to-day activities, staff coordination, facilitating inter-departmental communication, allocate tasks and resources, provide and support the organization's operations, regulatory policies and standards.

- Participated in administrative, quality, marketing strategies, safety committees and decision meetings, which had a positive impact on overall organization performance.

- **Ensuring Compliance:**

- Ensuring Complies with all legal and regulatory requirements as per the state - local regulations and as per guidelines of accreditation standards.
- Prepare multiple MIS reports, carry out data collection and support in data collection.
- Ensuring that the day-to-day functioning of the MRD unit and ensuing safe storage of records as per SOP.

- **Staff Management:**

- Managing various HR documents, databases and actively involved in recruitment process.
- Active participation in managing plans, implementing programs of Human Resource Administration, such as personnel planning, employee relations, procedures, training.
- Oversee, ensuring that the staff members are properly trained, supported, and motivated to perform their duties

- **Financial Administration:**

- Oversee - discuss the budget of the organization, including managing current process, extending quality process, address HR challenges / requirements, promotional activity etc.

- **Purchase and Inventory Management:**

- Inspection, supervision of the material management department, ensuring that Planning, Purchase, inventory and stock taking levels are maintained.
- As and when required, Coordination with outsourced vendors, suppliers and manufacturers to purchase materials and requirements.

- **Quality Assurance:**

- Participated in Pre – assessment and final assessment, preparation, implementation of quality recognition.
- Prepare and maintain audit documents, educate new participants to maintain quality standards.

- **Patient Service:**

- Ensuring that patients receive accessible, appropriate patient-centered and cost-effective services, managing patient complaints, and addressing patient concerns.
- Identify current and future patient needs by discussing with potential and actual patient and others in a position to understand service needs.

- **Collaborating with Other Departments:**

- Collaborate with other departments, such as the clinical team and finance department, to ensuring that the organization operates smoothly and efficiently.

- **Developing Policies and Procedures:**
  - Participated and contribute to Implement policies and procedures, departmental quality initiatives, safety regulation to ensuring that the organization operates in compliance with relevant regulations and standards.
  - **TPAs and Insurance:**
  - Participated in medical reviews of health insurance risk and related claims.
  - Contributed to Tie up / Empanelment process with TPAs and Insurance Companies.
  - **Computer skills:**
  - Collaboration and contribution to the implementation of hospital management and information system software and functional configuration.
  - Good computer skills (MS Office - Word, Excel and Email).
- 

**Organization:** KHARGHAR MEDICITY HOSPITAL, Kharghar, Navi Mumbai, Maharashtra, India.

**Designation:** Admin Manager

**Reporting To:** Director

**Duration:** 01/11/2013 to 30/04/2014

**Year of Experience:** 6 months

- Actively involved in managing Quality Assurance System for achieving Quality Certification.
- To ensure that the Organizations Services are focused on the needs of patients.
- Report to Management on the performance and improvements.
- Control of documents and all-master list of documents, forms, formats in the Organizations I Identification, Storage, Protection, Keep records understandable, readily identifiable, Retrieval, Retention and Disposition Conduct.
- Training and promote awareness of patient requirements, workforce planning and development of all the staff within the hospital.
- Co-ordination with an Outsource Vendors/ Agencies for necessary requirements.
- To establish strong communication among the administrative activities, management of day-to-day activities, staff coordination, facilitating inter-departmental communication.
- Implementation and functional configuration of Hospital Management and Information System

#### **AWARD- CERTIFICATES**

#### **: INSTITUTION:**

- |                                |                              |
|--------------------------------|------------------------------|
| ▪ Corona Warriors Honour       | : Kharghar Medicity Hospital |
| ▪ Achieving NABH accreditation | : Kharghar Medicity Hospital |

#### **EDUCATION:**

- MBA- Masters In Business Administration with Dual specialization - 1. Hospital Management  
2. Information Technology and System from Indian Institute of Business Management, Pune, Maharashtra, India
- Bachelor of Science (B.Sc. CBZ) From Shridhar University, Pilani, Rajasthan, India
- Certificate course in Medical Transcription from Transphonic Solutions, Navi Mumbai, Maharashtra.
- HSC from Maharashtra State Secondary & higher Secondary Board.
- SSC from Maharashtra State Secondary & higher Secondary Board.

#### **PERSONAL INFORMATION:**

- |                   |                                   |
|-------------------|-----------------------------------|
| ▪ Date of Birth   | : 12/10/1978                      |
| ▪ Gender          | : Female                          |
| ▪ Marital Status  | : Single                          |
| ▪ Visa Status     | : Visit Visa                      |
| ▪ Languages Known | : English, Hindi, Marathi         |
| ▪ Passport Number | : V9807360                        |
| ▪ Mailing Address | : Navi Mumbai, Maharashtra, India |
| ▪ Contact Number  | : +971-559037057                  |