



# Mr. Saurabh Rathod

Operational Head

## CONTACT

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## EDUCATION

2023 - 2025

- D Y PATIL UNIVERSITY PUNE  
Master of Business Management

2019 - 2022

- D Y Patil College Of Management And  
Master Of Computer Application  
Bachelor of Computer Engineering

2016 - 2019

- Sant Gadge Baba Amravati University  
Bachelor Of Computer Application

## SKILLS

- 1. Leadership and People Management**  
Team Leadership: Ability to lead diverse teams of clinical and non-clinical staff.  
Decision-Making: Making quick, effective decisions under pressure.  
Conflict Resolution: Managing disputes among staff and addressing patient complaints.  
Change Management: Driving and managing organizational change initiatives.
- 2. Operational and Administrative Skills**  
Process Improvement: Identifying inefficiencies and implementing lean processes to reduce waste and improve efficiency.  
Resource Allocation: Optimizing the use of resources like staffing, equipment, and budget.  
Compliance and Regulatory Knowledge: Ensuring adherence to healthcare laws, safety standards, and accreditation requirements.  
Crisis Management: Handling emergencies like disease outbreaks or operational shutdowns.
- 3. Financial and Budget Management**  
Budgeting and Cost Control: Developing budgets and controlling costs to maintain financial health.  
Revenue Cycle Management: Overseeing billing, collections, and insurance claims.  
Data-Driven Decision-Making: Using financial data to make informed operational choices.
- 4. Technical and Technological Skills**  
Healthcare Technology Knowledge: Familiarity with EHR/EMR (Electronic Health/Medical Records) and other healthcare IT systems.  
Data Analytics: Analyzing operational data to drive efficiency, quality, and patient outcomes.  
Digital Transformation: Leading the implementation of new healthcare technologies.
- 5. Interpersonal and Communication Skills**  
Communication Skills: Clear communication with internal teams, patients, and external stakeholders.  
Negotiation Skills: Managing contracts with suppliers, payers, and other partners.  
Stakeholder Management: Building and maintaining relationships with regulators, insurers, and governing bodies.
- 6. Strategic and Business Acumen**  
Strategic Thinking: Setting long-term goals and aligning operational processes to achieve them.  
Healthcare Industry Knowledge: Understanding healthcare trends, patient care standards, and competitive forces.  
Customer-Centric Approach: Focusing on patient experience and satisfaction.
- 7. Analytical and Problem-Solving Skills**  
Root Cause Analysis: Identifying the source of operational issues and addressing them.  
Risk Management: Identifying risks and developing mitigation strategies.  
Critical Thinking: Evaluating situations from multiple perspectives to make well-informed decisions.

## PROFILE

Highly efficient Administrative Professional offering 3 years of experience, including administrative support, project coordination, customer service and team leadership. Comfortable working with senior management to effectively define and achieve strategic operational and administrative objectives. Streamlines administrative processes, analyzes complex issues and develops solutions. Cultivates positive work culture focused on teamwork and ideal sharing while driving goal achievement

## WORK EXPERIENCE

### ● Kush Neuro Cardiac Hospital Wakad

Operational Incharge

2021 - PRESENT

As operation Head I, ensure the smooth functioning of outpatient services, and provide administrative support to ensure patient care is delivered effectively. My key responsibilities include: **Staff Handling &**

**Supervision:** Lead and manage the front desk and OPD staff, ensuring they perform their duties efficiently and maintain a high standard of customer service. Provide guidance and training as needed to enhance staff performance and professional development. **Duty Roster Management:** Create and manage staff duty rosters to ensure adequate coverage at all times. Monitor attendance, manage shift swaps, and ensure that staffing levels are optimized based on patient flow and operational needs. **Meetings &**

**Communication:** Organize and participate in regular team meetings to review performance, address operational challenges, and implement process improvements. Facilitate communication between staff and management to ensure all parties are aligned with department goals. **Doctor Arrangements &**

**Coordination:** Work closely with medical staff to coordinate schedules, manage doctor availability, and ensure timely patient consultations. Communicate any changes or delays to both doctors and patients to minimize disruptions to care delivery. **Administrative Responsibilities :** Maintain detailed records of staff schedules, performance, and other key administrative data. Generate reports on staff productivity and operational efficiency, and provide recommendations for improvements where necessary. **Budget**

**Management:** Responsible for monitoring and managing the operational budget for the Outpatient Department (OPD). Developed cost saving initiatives while ensuring that essential services were maintained without compromising patient care quality. **Data Analysis:** Leveraged data analysis tools to monitor patient flow, staff productivity, and operational efficiency. Analysed key performance metrics to inform decision-making and optimize processes

Healthcare Operations Manager with 3 years of experience driving operational excellence and delivering exceptional patient care. Proven track record in implementing cost-saving measures, streamlining processes, and improving patient satisfaction scores by up to 25%. Skilled in managing teams, developing financial plans, and ensuring compliance with all applicable laws and regulations.

Oversaw an efficiency improvement of 20% through strategic implementation of Six Sigma principles in process redesign and control.

Directed and coordinated the activities of a team of 70+ healthcare professionals, leading to an increase in employee engagement rates by 35%.

Managed annual operations budget effectively, aligning allotment with strategic goals and driving cost savings of 18%.

Implemented telehealth services, resulting in better patient compliance, around 18000 patients served outside the usual catchment area and increased revenue by 25%.

Led the development of project management office, streamlining the execution of multiple initiatives and contributing to 15% increase in project completion rates.

## KEY ACHIVEMENTS

- Successfully optimized staffing schedules, reducing overtime and improving overall staff satisfaction.
- Implemented structured team meetings, enhancing communication and streamlining problem-solving.
- Recognized for effectively coordinating doctor-patient appointments, resulting in improved clinic workflow.