

N.Sreerajkumar
C/o Aakash Institute of Medical Science and Nursing College
Village Nikuwal, Nalagarh, Dist Solan
Himachal Pradesh - 174101

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Kumarsreeraj693@gmail.com

Professional Summary:

I don't want to boast about myself. I have vast experience in the fields which I have worked. I have given my best with dedication and commitment in which ever role was given to me. Have excelled in every prior position, producing results and growth that have exceeded expectations. Understanding the role and the quality of time needed with dedication and commitment with staff welfare in mind and the organizations role in serving the clients with utter satisfaction. Past roles have helped build experience in healthcare regulatory compliance, clinical processes, public relations, budget and financial analysis, as well as employee and resource management.

Skills:

Excellent leadership skills in working with both the clinical and non-clinical sides of healthcare & Facility. Team work, Good communicator and listener.

Work Experience:

Currently working as Administrator and Human resources from 3rd January 2023 till Now
Organization: Aakash Hospital and Diagnostics and Aakash Institute of Medical Science.

Responsibility:

- Taking care of all cashless companies and providing cashless services to the clients,
- Follow up for the payments,
- Tie up for Medical check –ups,
- (Pre and Annual medical checkup with Insurance companies and with Cooperate companies)
- And Small hospitals tie-up for surgeries and for Investigations.
- Biomedical Waste documentation and Pollution Control Documentation process.
- Fire related documentation and process,
- NABH documentation and training,
- Insurance Companies Empanelment for cashless services.
- Rising Invoice for cashless and for the tied up companies,
- Supporting for Ayushman Bharat login and back end file management with 4 team members
- Updating and Monitoring of TLD Badges, AERB Monitoring and certification.
- Coordinate with AERB to check radiation and nuclear energy and follow up for certification,
- Water and sewage connection monitoring,

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- Hospital Laundry system and Inventory maintenance in stationary,.
 - Hiring of staff nurses / Specialized doctors / Staff in various fields,
 - Cost Cutting Excises,
 - Employee welfare activities, CSR activities,
 - Boys hostel warden,
 - ESIC empanelment and billing for OPD and IPD with 3 team members,
 - ECHS Process and audit.
 - Reporting to Chairman and Managing Director.
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I worked with Sudha hospitals Erode, Tamilnadu as insurance custodian from 29th January 2022 till August 2022, Due to some issues the high court of Tamilnadu asked the hospital management to shut the hospital down for few days until the court allows for operational, in mean while Hr has decide to retain only few employees and rest was asked to look for opportunity. As it have 6 to 7 branches around Tamilnadu.

Responsibility:

- Handling all Tpa's communications,
 - Traffic, Mou's,
 - payment handling for all cashless services,
 - Handling ECHS / Railways billing in OPD and IPD through mail corresponding and personal visit to Deputy Medical Officer,
 - Team of 8 staff working under me for different departments,
 - Meeting all claim managers and higher ups for compliance and audit,
 - Reporting to Managing Director,
 - Empanelment documentation process,
-

I worked with DFC as site in-charge (Vivekananda College & hospital) in the month of 10th January-2022 to 27th January-2022; it was very short stunt,

The reason for leaving is that the supervisors who are working at the site under me where frequently taking leaves, I wonder what is happening, I was managing day and night shift single handled. Then I came to know the management has informed the supervisors to take leave so that they can be utilized at other sites without intimating to me, Then I spoke with the management and informed them their promise to provide manpower when it is necessary and

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no short fall, but now you are withdrawing all the support, it went into an argument and after lengthy discussions they refused stating they cannot provide manpower. So I resigned.

I worked with TOT Hygiene from March 2020 till December 2021, as Head Operation Facility Management Service for up country regions (Coimbatore, Erode, Salem, Gopi, Krishnagiri – in Tamilnadu), Then moved to look after (Indian public school an International School) erode campus / thindal campus, local hiring of labor's and training them accordingly to property requirements).

Responsibility:

- Looking after 12 sites in and around Coimbatore / Erode / Salem,
 - Business development for new scoping,
 - Scheduling training calendars (Machine & Manual)
 - Site visits and interaction with spocs for better development and improvements, (Increasing scope of work)
 - Making sure client satisfaction improvements in (Manpower deployment , no shortage, Trained staffs),
 - Focusing on payments follow up and keeping up clients commitments,
 - Supporting HR for smooth transactions of salaries and clients payments,
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I worked with Aakash Hospital & Diagnostics and Aakash Institute of Medical Science and Nursing College. As HR & TPA coordinator from 2016 till January 2020. (Himachal Pradesh).

Responsibility:

- Supporting patients in cashless services
 - Coordinating with TPA's and insurance companies for new guidelines, Mou's and revised tariff,
 - Empanelment of TPA companies.
 - Corporate tie-ups for pre and post medical checkups,
 - Biomedical waste management and pollution control documentation,
 - NABH Level Assessment documentation,
-

I worked with Sodexo Facility Management Services India Ltd. As Facility Manager for (P&G Plant & Gillette B&R Unit). From Nov-2012 – till Feb 2016.

Responsibility:

- Planned strategy to ensure efficient management of assets – Managed, maintained and supported the reliability of the systems, equipment, properties and assets in the facility.

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- Managed contracts, contractors, and procurement functions and provided support for the facility's budget.
- Maintained and operated the facilities – Managed resources including budget, staff, contractors, Soft services, Security services, Mail services, Inventory Management, Laundry services, Facility Management, Horticulture & Pest control.

Key Activities:

- Performed short term and long term planning for the property.
- Supervising development / monitoring of facilities maintenance program.
- Directed all activities relating to contracted facility services, including but not limited to technical reviews, materials, equipment and product requisitions.
- Assisted and guided the contractors in completing the tenders and managed the projects assigned (on behalf of facility project managers). Including PF and ESI
- Detailed analysis and study of alternatives available as an adjunct to completing projects.
- Estimated the possible costs of equipment and machinery required for completion of projects.
- Researched the possible areas of development in a project in accordance with the established objectives.
- Introducing changes in existing projects without disturbing the ongoing process, thus increasing output and reducing operating costs.
- As I was posted at onsite, I was Handling Housekeeping, Security Services, Inventory Management, Loading and unloading, STP and ETP operations, with a team of 300 + employees with 22 supervisors round the clock,(Including Human Resource team)
- Employees welfare and retain ship programs,
- Cost cutting and handling the site effectively.
- Increasing scope of work, (under global contractor),
- Housekeeping machineries purchase and maintenance records and documentation,
- Salaries issues and extra allowance management.

I worked with Brisk Services as Operational Head for (Gurgoan / Delhi / NCR), from March-2011 to till Oct -2012.

Responsibility:

- ✓ House-keeping services with and without pantry (In-house and peripherals) but with minor Plumbing and Electrical Maintenance (80% of our cleaning is done by mechanized)
- ✓ Guest house maintenance with/without pantry / catering, on total caretaking on national/international standards with all allied responsibilities.

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- ✓ Providing Supervisors, Waiters, stewards to Hotels and also for Banquets officers
 - ✓ Providing discipline of officers on contract for Hospitals & Hotels. & Training
 - ✓ Pest Control Services (By our Associate Co).
 - ✓ Supply of Any discipline of staff (for fixed period) contract for Banks
 - ✓ Supply of brand consumables / toiletries / Taski products for cleaning. (Vendor Management) also.
 - ✓ With core team of 1500 employees and 3 managers allocated across three regions,
 - ✓ Handling (TCS / IBM / Sapient / Air India / Oracle / HDFC Banks across all three regions / Met life Insurance cooperate / HSBC Banks Etc.
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I worked with Hdfc Bank Ltd, as Assist Manager, Collections (Personal Loan), from 2008 – till 2010 and transferred branch banking into liabilities as Personal banker and teller authorizer, and worked till 2011 Feb.

Responsibility:

- Managed a portfolio of personal Loan flows and 1st bucket
- Set workload strategies.
- Managing three vendors in NCR / Delhi / Gurgaon sectors.
- Directly responsible for overseeing the leadership and management of the company collection functions. Managed a staff of 55 collectors and 4 supervisors
- Monitor and supervise the daily collection of outstanding receivables; manage collectors to optimize performance and results; establish dialer campaigns and dialer focus based on delinquency trends.
- Maintained the integrity of the company policies and procedures, which is to treat every customer with the highest level of respect, both internal and external.
- Review Daily Accounts Opened, report and update SS cards with account number, Lobby Management, Monitoring all Dummy accounts, Responsible for acquisition through direct sales to walk-in as well as referrals from walk-in customers.
- Resolution of customer queries/complaints, Customer service to ensure complains be solved at TAT.
- Adhere to the latest & updated banking KYC guidelines circulated by product/audit at regular intervals for verification of liability account opening documents.
- Escalate to unit head in case of any suspicious / fudged documents received with the AOF & suggest process improvements for better management of operations.
- Preparation and sending of various MIS and reports on daily \ weekly \ monthly basis on sales of insurance / Gold Bonds / Physical Gold / Mutual Funds / RD's and FD's / Current Accounts / Saving Account / Kids Account.

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I worked with Maxwealth India Pvt Ltd, as Deputy Regional Manager, Collection (Educational Loans & Financial Products) for ICFAI students, from 2007-2008.

Responsibility:

- Handling the hardcore bucket 6(GCL) and recoveries,
- Handling the FOS (Consist of 15 FE'S),
- Improved cash flow by 35%,
- Lowered bad debt expense by several millions with fraud detection,
- Developed skip tracing unit,
- Hiring of new FOS and training,
- Documentation and doing the Closure MIS,
- Handling the performance and the Appraisal of FE'S,
- Maintaining the target by reducing the flow,

Achievements:

- Beat collection goals by 120%.
 - Managed 180 Crores in collections annually. Supervised 24 collection agents
 - Achieved record collection rates in GCL.
 - Reduced average delinquency rate to 4%.
-

I worked with IngVysya Bank Ltd, as Sr Relationship Manager, Portfolio Manage service (Financial Products), from 2005-2007.

Responsibility:

- Selling Bank assurance and Mutual funds of all Amc's
 - Amfi Certified & completed 100 Hrs of Irda Training on Insurance
 - FD's & RD's & Bonds
 - General & Life Insurance
-

I worked with UBC Fire Service, as Area Sales Manager, Fire Extinguishers & Fire Related products, from 2000-2004.

Responsibility:

- Leading a Team of 10 Executives and two Team Leaders.
- Sales of Fire Extinguishers and Fire related products,
- Promotional activities and Training people how to use fire Protection and other fire fighting products,
- Sales MIS,
- Conducting Fire fighting trainings in industrial companies.

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I worked with Vikram Hospital & Groups of Institutions, as Marketing Executive, Skin & Hair Laser Clinic, from 1995-2000.

Responsibility:

- Handling Marketing of Hair removal treatment through laser through Tamilnadu, Kerala & Karnataka.
- Handling Beauty parlors and skin specialist doctors to refer clients to our clinic.
- Monitoring the Process of Incentives to the referral Agencies or Doctors.
- Explaining the proceeding of safety hair removal through Laser treatment
- As Vikram hospital is No one ENT Hospital in India for colear implanting and helping lot of children's to hear and audio therapy is also a add advantage for the children's to improve their speech .
- Handling staff management and vendor management (Like Hk Services, Hiring of Nursing staffs, Parma supply & Machineries etc...

Training:

- Critical Skills in Supervision
- Personal Effectiveness
- Focused Interviewing / Motivation / Mentor
- Human Resource management

Personal Details:

DOB	:	15 th Feb-1975
Status	:	Divorcee
Gender	:	Male
Nationality	:	Indian
Graduation	:	BA English Lit / BMM / Diploma in Computer Applications
University	:	Annaimalai University

I certify that the information provided are true to the best of my knowledge.