

# Ms. Payal Manjari Rout

Baramania, Gobindpur Kutchery, Aul, Kendrapra. Odisha-755061, INDIA

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## MANAGER–Quality Assurance

- + MASTER OF HOSPITAL ADMINISTRATION from SOA University (2015).
- + GRADUATE under Utkal University (2013).
- + Overall More than 08 Years experience in Quality Assurance Department.
- + Demonstrated success in negotiating win-win compromises, developing teambuilding programs and writing personnel manuals, corporate policies, job descriptions.

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### QA SKILLS

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Analytical and Problem solving ability	The ability to Facilitate change
Communication and Interpersonal skills	Skills in numerical and statistical analysis
Planning and Projects Management	Training & Development
Persistence and the ability to Influences others	Strategic approach towards work
The ability to lead and motivate a team	

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### COMPUTER PROFICIENCY

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- ✓ Office Suits : Ms Word, Ms Excel, MS Power Point, Ms Outlook (Latest Versions).
- ✓ Familiar with Internet Operations.

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### STRENGTHS ANDWEAKNESS

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Strength:	Weakness:
<ul style="list-style-type: none"><li>✓ Enthusiasm</li><li>✓ Trustworthiness</li><li>✓ Creativity</li><li>✓ Discipline</li><li>✓ Patience</li><li>✓ Respectfulness</li><li>✓ Determination</li><li>✓ Dedication</li><li>✓ Honesty</li></ul>	<ul style="list-style-type: none"><li>✓ Too detail oriented</li><li>✓ Straight forward</li><li>✓ Too sensitive</li><li>✓ Poor in Politics</li></ul>

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## **FUNCTIONAL SKILL GAINED PROFESSIONAL EXPERIENCE**

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### **Professional Experience:-**

Currently working as Quality Manager with Sun Hospital & Diagnostic Centre (NABH Accredited) since 20-05-2016 to till date.

#### **Responsibilities:-**

- ❖ Daily verification of quality related parameter.
- ❖ Departments work verification as per the NABH Guideline/Policy.
- ❖ Monthly analysis of quality related parameters.
- ❖ Monitoring Training programme for staffs for continuous Quality Improvement.
- ❖ Monitoring various department work activities.
- ❖ Patient Feedback and Grievances handle on day to day basis.
- ❖ Review patient's satisfaction requirements and make sure they are meeting satisfaction ratio.
- ❖ Monitoring various committees as per the policy.
- ❖ Personal Employee file audit.
- ❖ Prepare Review, Amendments, and Issue & Update Quality Manual & Implements in Quality System.
- ❖ Internal Audit, Implementation of CAPA.
- ❖ Review all statutory /legal documents.
- ❖ Responsibility to handle all legal documents related to AERB Documentation.
- ❖ Day to day Laboratory parameter check as per NABL Guidelines.
- ❖ Monitor day to day Operational work of each individual Department.
- ❖ Validation and Verification in references to Quality Services.
- ❖ Conducting audit as per duration.
- ❖ Analysis of training evaluation of staffs.
- ❖ Coordinate with other clinical departments for smooth implementation of Quality parameters.
- ❖ Monthly presentation regarding KPI's achievements.

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#### **PAST EXPERIENCE**

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1. **Worked as a Floor Manager in IGKC Hospital, Bhubaneswar from 15-Nov-2015 to 16-May-2016.**

#### **Responsibilities:**

- ✓ Providing service to the patients and guiding to respective Departments.
- ✓ Handling the inpatients and out-patients with coordinating with other department.
- ✓ Address patient's problems.
- ✓ Provide information in case of any queries.

- ✓ Handling of patient grievances.
- ✓ Analysis of Patient Feedback on regular basis.
- ✓ Internal departmental development Planning and Implementation.
- ✓ Checking completeness of medical records.
- ✓ Subordinates Training for continuous development.
- ✓ Day to day error analysis.
- ✓ Maintain quality of services.

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**PERSONAL DETAILS**

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PermanentAddress : At/Po- Baramania, Gobindpur Kutchery  
 : Dist-Kendrapara, Pin-755061,  
 : Orissa, India.

Date of Birth : 07<sup>th</sup> Apr 1993.

LanguagesKnown : Odia, English, Hindi.

Nationality : Indian.

MaritalStatus : Single.

Hobbies : Cooking, Reading.

**Also Please be guided as follows for your information and record:**

The information I have given above is true and correct. I agree that any misrepresentation, false statement, or omission involving this application will be sufficient cause for the Company to withdraw an offer of employment or to terminate my employment for cause.

Name: Ms. Payal Manjari Rout

Signature:

Place: Cuttack, Odisha, India

Date: