
Ravi Raj Toppo

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Career Objective

Seeking an opportunity that allows me to grow professionally while being able to utilize my skills for the betterment of the organization with the best use of my dedication, determination, and resourcefulness.

Career Synopsis

- *A Young Healthcare Professional with an experience of around 10 years in Healthcare Industry.
- *Learnt the concept of patient care and has been keeping updated about theoretical & practical knowledge.
- *An adaptable individual.

Work / Experience

Company Name	Shiv Shakti Hospital Bilaspur
Designation (Dept.)	Hospital Manager
Key Responsibility Areas	<ul style="list-style-type: none">• Manage day to day operation of the hospital, ensuring smooth workflow and efficiency.• Coordinate and oversee administrative task such as schedule meetings, maintaining registers, hospital documents renewals, licensing, and tie ups. Coordination in inspection of hospital, inventory management.• Support senior management for data management.• Coordinate internal and external communications including phone calls, emails and documents.• Assist in HR functions such as employee on boarding, payroll processing, and record keeping.• Assist in the implementation of quality policies and procedure for a positive work environment.• Monitor and address customer concerns, complaints, and feedback, providing timely solution.• Maintaining Google reviews and reply• Daily round of hospital.
Company Name	Mark Hospital Bilaspur Chhattisgarh
Designation (Dept.)	Assistant Administration

Key Responsibility Areas	<ul style="list-style-type: none"> • Resolving issues of day-to-day involvement of NABH norms and taking training and classes. • Attending daily meetings in the hospital, doing weekly MOD duty, and taking rounds of the hospital. • supervise all hospital staff for their daily duty activity, if sudden someone comes in hospital for inspection then doing hospital round with them. • Supervise billing discounts. • Dealing with emergency situations like death, police, and MLC. • IPD registers checking weekly. • Maintaining turnaround time of OPD as well as IPD. • Public relation to outside visitors. • Facility coordinating with VIP patients or guests in the OPD area. • Supervise refunds of OPD. • Supervise OT patient shifting from reception to general ward 2nd floor. • Budget communication between departments. • Supervise quality care of patients, among other duties.
Company Name	Dhanwantari Hospital Centre of Psychiatric Care Raipur
Designation (Dept.)	Executive Administration
Key Responsibility Areas	<p>Responsible for the smooth functioning of the Center.</p> <ul style="list-style-type: none"> · Monitored staff's duty. · Look after staff grooming and staff activity. · Looked after staff's services and behavior with patients & patient parties. · Follow and try to rectify patient's feedback, which is mandatory for our hospital. · Team Building · Communication & coordination meetings, daily, monthly, weekly · Team Management: Managing and motivating the entire hospital · Problem-solving in day-to-day operations. · Ensure smooth functioning of the hospital by coordinating with all department coordinators. · Supervision of increasing bill of patient.
Company Name	Shri Balaji institute of medical sciences Pvt. Ltd. Raipur
Designation (Dept.)	Asst. Administration
Key Responsibility Areas	<ul style="list-style-type: none"> • Meeting the admitted patients regularly and getting feedback regarding the services provided in the hospital. • Counseling of patients and the attendants to make them familiar with the hospital environment. • Arranging CME FOR continuous nursing education. • Participated in DNB Inspection Guideline through the CEO of the hospital.
Company Name	Artemis Hospital Gurgaon Haryana
Designation (Dept.)	Operation International Marketing

Key Responsibility Areas	<p>Patient Care Services :</p> <ul style="list-style-type: none"> ➤ Meeting the admitted international patients regularly and getting feedback regarding the services provided in the hospital. ➤ Resolving the queries and complaints of the international patient and making the approval notes for the outside billing. ➤ Counseling of International Patients and the attendants to make them familiar with the hospital environment. ➤ Administrative Management: Coordinating with various other departments and assisting in the smooth functioning of hospital operations. ➤ Managing the admission & discharge process in wards and ICU & resolving the issues within it. ➤ Coordinating with consultant's round.
Company Name	Maharana Pratap School of Nursing Janjgir Champa
Designation (Dept.)	Clinical Instructor
Key Responsibility Areas	<p>Patient Care Services: Provided first aid & emergency care to around 350 patients per month. Maintained high alert on medication as per standard operating procedure. Responded to life saving situations based upon nursing standards & norms.</p> <p>Administrative Management: Maintained and documented Instrument stocks and files audit. Handled Student Issues Health Education transfer in and transfer out procedures. Maintained overall ward cleanliness. Took care of patient hygiene.</p> <p>Student Education: Organized & participated in various health camps at rural areas.</p>
Company Name	Fortis O.P.Jindal Hospital Research Centre, Raigarh
Designation (Dept.)	Staff Nurse (ICU)
Key Responsibility Areas	<p>Patient Care Services: Monitored footfall of around 70 patients per month. Planned and implemented interventions. Assisted in all critical care procedures like intubation and tracheotomy. Maintained patient case records. Maintained high alert medications as per standard operating procedure.</p> <p>Administrative Management: Made suitable arrangements for the distribution of work in the treatment of emergency cases. Trained junior nurses.</p>

Education	
Year of Completion	Program / Course
2014-2016	MBA in Healthcare Administration Indian Institute of Learning & Advanced Development (INLEAD), Gurgaon
2007-2011	B.Sc. Nursing Institute of Nursing Science Studies & Research Gwalior MP

Personal Strength

• Positive Attitude	• Adaptable
• Observant	• Good Listener

Personal Information	
Marital Status	: Married
Nationality	: Indian
Language Proficiency	: English, Hindi
Computer Skills	: MS Office