

# CURRICULUM- VITAE



## Mamta P. Panigrahi

Mobile No.: +91 9833814812

E-mail: [mamtapanigrahi90@gmail.com](mailto:mamtapanigrahi90@gmail.com).

Address : 1805 / K - 27 Wing , Lodha Amara , Kolshet Rd, Kolshet Industrial Area,  
Thane West, Thane, Maharashtra 400607

### PROFILE SNAPSHOT

- Resourceful & result oriented GM driven **nearly 27 years** of overall extensive experience, skilled in ensuring smooth business operations as well as leading admin activities, comprehensive experience in managing overall functions of the organisation.
- A keen strategist with expertise in managing entire operations with focus on reducing the cost with improving the top-line ensuring profitability.
- Expertise in coordinating for the resource needs for areas of responsibility, including reviewing and approving budgetary recommendations, preparing variance analyses of revenues and expenses.
- An effective leader with excellent decision-making, planning & people management skills
- Expertise in coordinating, supervising and managing daily activities of the Business.
- Responsible for ensuring the availability of sufficient staff to carry out administrative tasks efficiently with proactive oversight & correction.
- Define employee' s functions properly for optimum utilization of resources.
- Implement safety policies to reduce or eliminate incidents.
- Exceptional Ability in developing Positive Mental Attitude among Team Members & good in imparting Interpersonal & soft skills
- Believes in balancing autocracy & democracy & respect for all.
- Ability to understand Professional, Personal & Emotional needs of internal & external customers & endeavours to meet them within the ethical framework of the organization with effective communication & problem solving skills.
- Formulating long/short term plans to enhance operations and ensuring proper implementation of policies towards promoting & protecting values for effective organization.
- Evaluate and decide upon key investments in equipment, infrastructure and talent.
- Internal, Statutory, Risk & Compliance Auditing.

### KEY SKILLS

Accounting &  
Administrative  
Business Analysis,  
MIS Report  
Process optimization,  
Planning & Organizing  
Strategic Planning,  
Financial Planning,  
Problem Solving,  
Interpersonal Skill,  
System Knowledge,  
Quality Assurance,  
Goal attainment,  
Policy improvement,  
Leadership,  
Time management,  
Creative Thinking,  
Performance reviews,  
Costing & Budgeting,  
Operation Management  
Customer delight,  
Corporate relations.  
Training & Development  
Auditing.

### CURRENT ORGANIZATIONAL EXPERIENCE

GLOBAL EYE CLINIC (NABH & JCI Accredited) Located at Ghatkopar West,  
(Specialized in total Eye Care solutions under one roof)  
Position Held Head Manager - Administration & Quality  
(Since 1st September 2021 To as on date)

### PREVIOUS ORGANIZATIONAL EXPERIENCE

OJAS EYE HOSPITAL., (Nabh Accredited & ISO certified located in Bandra & Kandivali, Mumbai,  
(Specialized in total Eye care solutions under one roof). Handling 2 branches.

Position Held: General Manager Administration.  
(Since 18<sup>th</sup> November 2020 to 30<sup>th</sup> April 2021)

Aditya Jyot Eye Hospital Pvt. Ltd., (Nabh Accredited & ISO certified located in Wadala, Mumbai,  
4 Storey Building, Specialized in total Eye care solutions under one roof).

Position Held: General Manager Administration & Compliance.  
(Since 5<sup>th</sup> Mar 2012 to 15<sup>th</sup> July 2020.)

August Consulting India Pvt. Ltd. Mumbai. (Accounting & Outsourcing Co.)  
Position Held: Sr. Accounts & Admin Executive, Handling 3 companies work.  
(Since October 2010 to October 2011)

HDFC Standard Life Insurance Company Ltd. Mumbai, (Insurance Industry)  
Position Held: Regional Accounts & Admin Officer, Handling 9 Branches work.  
(Since April 2009 to Sept 2010)

SAI Groups of Industries, Mumbai, (Engineering Firm)  
Position Held: Sr. Accounts & Admin Officer  
(Since April 2003 to April 2009)

Associates Engineering Industries, Mumbai, (Engineering Firm)  
Position Held: Accounts & Admin Officer  
(Since May 1997 to April 2003)

#### CORE COMPETENCIES

- Smooth Planning & organizing of day-to-day work & ensuring implementation among Team members.
- Conceptualizing & implementing effective promotional campaigns and marketing strategies to acquire more clients as well as referral business
- Acting as an interface between Management and other staff members to provide best solutions to customer addressing and resolving customer grievances.
- Ability to execute focussed long term oriented solutions to administrative challenges keeping employee welfare and organisational interest at the core.
- Possess excellent interpersonal, communication and organizational skills with proven capabilities in training & development, customer relationship management and strategic planning
- Administering the departments of HR, Marketing, Accounts & Finance, Purchase, Store & Inventory Management, IT, MIS, FMS, Asset Management, Government agencies, licenses and other renewals, Machinery, building & Services Maintenance, Security and Housekeeping Management etc.,
- Developing budgets for areas managing facilities and interfacing with senior management and Heads of Department for implementing administrative policies & procedures.
- Overseeing the services operations with a focus on customer experience.
- Mapping customer' s requirements and identifying improvement areas & implementing measures to maximize customer satisfaction levels & handling client complaints & grievances
- Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.
- Ensuring proper implementation of Quality policies towards promoting & protecting health & safety and environment & organizational effectiveness.
- Quality Management services including ISO, NABH, JCI & other Compliance related to Company and official reports to the Board of Directors
- Monitoring weekly meetings with various department heads & to check the minutes and the implementation of hospital and departmental policies, objectives and operational procedures
- Preparing department wise annual budget and control costs and focus on revenue generation Conduct problem solving meetings and discussions from time to time to sort out issues

- Analysing performance of each specialty as per the plan in conjunction with finance & take remedial action, Confirming financial status by monitoring revenue and expenses, coordinating the collection, consolidation, and evaluation of financial data preparing special/MIS reports.
- Maintaining financial security by establishing internal controls.
- Avoiding legal challenges by understanding current and proposed legislation, enforcing accounting regulations, recommending new procedures.
- Protecting organization's value by keeping information confidential.
- Managing the team of direct 10 & indirect 150 members.
- Establishing protocol driven in HR process & SOP' s for all Departments as per standard.
- Successfully maintained the Vibrancy & Team-Spirit in the Team
- Encouraging the Team to think innovatively (out of the box – ideas) & enhance their skills
- Imparting Accounts & Administration-skills to Trainees & infusing confidence in teams

### **KEY RESULT AREAS :**

- Setting up new structure for the Organisations.
- Formulating SOP as per the center & the speciality & implementing the same
- Responsible for the Wow factor of the organisation & building up the organisational culture through inculcating values in the staff with the top bottom approach.
- Ensuring proper implementation of policies towards promoting & protecting health & safety of the organization.
- Ensuring implementation of Quality Management Systems / standards required for NABH & JCI Accreditation.
- Close monitoring and analysis of Cost center in the Hospitals, Coordinate with Central Buying Unit for better cost margins.
- Working very closely with Credit Recoder Team (Insurance & Marketing team) for better cash-flow management.
- Monitoring recruitment & identify key service to ensure revenue growth
- Facilitating the Operational management initiatives to achieve organizational objectives.
- Monitor the use of outpatient, diagnostic and various other support services, inpatient beds and facilities to ensure effective & optimum utilization of available resources.
- Formulating strategic annual revenue expenditure and capital budgets, identification of potential cost-reduction areas and implementation of the requisite measures.
- Dealing with all corporate and ensure that the enplanement protocols is followed.
- Monitoring with all record of all MOUs updating the DOE from time to time.
- Monitoring the Department wise report & sending a detailed MIS to the management every month.
- Monitoring the Training of staff on the new Promotional Activities by marketing
- Review & revision of SOPs as per the organization policies from time to time.
- Replying to all audit queries.
- Grievances handling internal and external, Patients & Employees Feedback
- Ensuring that 100 % training done at units as per the targets for every quarter with a focused approach to drive customer centricity and the values of the organization.
- Improve the functional knowledge of staff by training them on SOPs and other cross functional SOPs.

### **ACHIEVEMENTS HIGHLIGHTS :**

- Certification for NABH internal Assessor,
- Achieved accounting and organization mission by completing related results on Timely basis.
- Selected to train other Team members on How to handle Team & address the same tactfully.
- Appreciated and acknowledged for outstanding work from Clients & Corporate Panels
- Acquired an uphill task in cost cutting & planning to increase the growth in underperforming areas.
- Won Several awards like Employee of the year, Achiever Awards etc.,
- Nominated to be a part of Top Management meetings & involved in Strategy making decisions.
- Got NABH Re-accreditation done in the month of November 2019.
- Implementation new EMR software with BVNHG the existing softwar for Tele consultation which is cloundline through mobile App. got positive feedback from patients.

**RESOURCE MANAGEMENT :**

- Manpower planning for all locations
- Training and evaluation.
- Staff Induction & orientation programme for all
- Planning & organizing for Staff engagements programmes
- Planning & organizing Events management on various occasion.

**QUALITY INITIATIVES :**

- Formulation & documentation for NABH Pre-Assessment to final & got accreditation for NABH.
- Implementation of all SOP's, workflow and policies as per guideline of NABH.
- Monitoring of Quality indicators to ensure service excellence as per guideline of NABH.
- Member of various committees like HRM for staff grievances, Sexual Harassment, CQI for Continuous Quality Indicators, PRE for Patient Rights and Education, ACC for Access, Assessment and Continuity Of Care etc.,
- Monitoring QA Audit on monthly basis.
- Monitoring HIC committee meetings & outcome of incident & sentinel events.
- Monitoring fire mock drill & CPR training on quarterly basis.
- Review of Equipment planning & with preventive measures.
- Planning & upgrading Equipment as per breakeven point of expected life.

**Educational & Professional**

B. Com. from Mumbai University  
M.Com. from Mumbai University  
MBA in HMHC from Mumbai University  
Pursuing ICWAI Intermediate

**IT Skills**

Basic Computer Programming, MS Windows, MS Office (Word, Excel And PowerPoint Presentation) & Internet Applications, E-Mails Etc.,  
Typing (English) @ 40 W.P.M. & Shorthand @ 60 Wpm.  
Tally ERP,  
Netram Software,  
SAP-FICO/MM MODULES,  
ERP Software,  
TDS-PAC,  
ORACLE,  
LINK,  
AIM,  
T-FAT Etc.,

**Personal Details**

Date of Birth : 23<sup>rd</sup> December 1975  
Languages Known : English, Hindi, Marathi & Oriya (Read, write & speak)  
Highest CTC : Rs. 15,00,000/- P.A.  
Expected CTC : as per the company norms  
Notice Period : 15 Days to 1 Month.

Place: Mumbai  
Date :

Signature  
Mamta Panigrahi