

## **Curriculum Vitae**

**Applied for Sr. Operations Manager/Sr. Administrative Officer**

**Krishna Nand Joshi**

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*I am seeking new opportunities, whereby I can continue to grow and develop my professional HR and Admin experience. In my most recent role, I built relationships with internal stakeholders to support the company's business objectives and growth strategy.*

### **CAREER HIGHLIGHTS**

**Total 12 Years of experience in Administration including 06 Years of Healthcare's Administration Experience.**

***Presently Working as an Administrative Officer in JNU Hospital, 800 Bedded NABH Accredited Hospital (A Unit of Jaipur National University).***

#### ***Key Accountability/Role and Responsibilities***

- *Responsible for the day-to-day Hospital Operations related to patient quality care.*
- *Managing all Front office and Billing Operations of all Hospital and developed the better system.*
- *Conducting training classis for Staff like Induction, SOPs, Communication skills, Scope of Services etc.*
- *In-house Camp management.*
- *All OPDs management and coordination with Doctors.*

***GM HR & Admin***

***Felix Hospital, Noida-201305***

***(A Unit of Felix Healthcare Pvt. Ltd.)***

***A 200 Bedded NABH & NABL Accredited Hospital.***

***01<sup>st</sup> June '2015 to April 2019.***

***(Approx 04 Year Experience)***

#### ***Key Accountability/Role and Responsibilities***

- *Responsible for the day to day HR & Operations*
- *Talent acquisition (Medical & Non Medical) as per time, cost, quality specifications and monitoring metrics*

- *Succession planning for critical positions and responsible for Career Progression of the employees as to Retain the key talent by focusing on specific development for employees by making lucrative career growth and well paid*
- *Payroll: Updates submission and authorization and also ensure timelines & quality in monitoring employee attendance and leave management*
- *To ensure Inductions as per internal parameters, procedures and measure effectiveness*
- *Human Resource Information System Management and MIS & Analysis (Finalizing month on month closing numbers of headcount, new joining & attrition and presenting HR Updates to the management)*
- *Timely completion of Performance Management System and other follow-up activities and ensure timely preparation of KRAs to all employees of the organization*
- *Drive initiatives to understand the training needs of personnel and organize customized training programs to bridge the gap at the appropriate training place with proper requirements*
- *Provide necessary guidance and interpretation for updation of the HR policy as per NABH & NABL standards*
- *Active participation in NABH and NABL audit (Internal / External) and responsible to clear all Non Compliances and observations or take necessary corrective and preventive action*
- *Vendor Management (Statutory Compliances as per Hospital's requirements)*
- *People management ( Motivate office manager to high performance )*
- *Developing employee surveys and organizing focus groups to gauge the mood of employees*
- *Corporate Social Responsibility Activities and Employee Relation & Welfare (Taking end to end ownership for employee relations including formulating and implementing employee relations strategies and organizational goals and also Working with Line Managers to provide prompt response to employee grievances and handle performance issues)*
- *Manage all personnel records in line with good practice and statutory requirements (both electronic and physical)*
- *Preparing the HR Annual Budget : Prepare and Verified by General Manager HR & then approved by the Management*
- *Arrange, and facilitate Team events including the monthly, quarterly social events, the annual function, and any other gatherings or training events*
- *Reward & Recognition & Employee Engagement*
- *Management of Annual health check up benefit for the employees*
- *Efficient employee exit and accurate on-time full and final settlements*

- *Coordinate, arrange, and facilitate Team events including the monthly, quarterly social events, the annual function, and any other gatherings or training events as directed by the unit head and head of other departments*

### **Projects Handled in Felix:**

- ***Employee Satisfaction Survey 2015 – 2016, 2016-2017, 2017-2018 & 2018-2019***
  - ***Empanelment of Schools and PSUs.***
  - ***Revenue Generation for the Organization by tying up from different colleges and institutions for paid internship(Nursing/ Paramedical and Administrative students)***
  - ***Succession Planning : developing of new leaders who can replace old leaders***
  - ***100% FMS implemented for running smooth HR Department.***
- ☞ **One Years worked as an Asst. HR cum Admin in Sarvottam Institute of Technology & Management, Noida Extension from March 2014 to May 2015.**
- ☞ **Five Years Worked With Sunder Deep Group of Institutions as an Office Asst cum PA to Director Admin From August 2008 to December 2013 in Ghaziabad.**

### **Academia**

- *Graduate in Arts 2011 from CCS University*
- *HSC (12th) 2008 from Uttrakhand Board*
- *SSC (10th ) 2006 from Uttrakhand Board*
- *One year Diploma in Advance Computer Programming.*

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*Date of Birth: 18<sup>th</sup> August 1990*

*Present Address: jaipur*

*Permanent Address: H No-543, Kanjabagh Road Khatima, US Nagar, Uttrakhand.*

**Place: Jaipur**

**Krishna N Joshi**