**MRS. RADHIKA SHAILENDRA BAJPAI**

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# Career Objective

Accomplished Senior Operations Manager with over 15 years of experience in hospital and healthcare administration, specializing in operational optimization, regulatory compliance, and strategic leadership. Proven track record in streamlining processes, enhancing patient satisfaction, and managing cross-functional teams in multi-speciality healthcare facilities. Seeking a senior-level administrative role to leverage expertise in driving operational excellence and delivering quality healthcare services.

# Core Competencies

• Facility & Property Management

• Regulatory & License Renewals (Fire NOC, AERB, BMW, NABH)

• Vendor & Purchase Management

• Equipment & Maintenance Oversight

• Cashless Processing & Billing

• Team Leadership & Staff Development

• Strategic Planning & Decision Making

• Disaster Recovery & Risk Management

• GAP Analysis & SOP Implementation

• Workflow Optimization

• Patient Relationship Management

• Consultant & Stakeholder Liaison

• Event & Workshop Coordination

# Professional Experience

* **A1 Superspeciality Healthcare (50 Bedded) – Senior Operation Manager (2024 – Present)**
* • Oversaw daily hospital operations across all departments, ensuring smooth service delivery and compliance with NABH standards.
* • Maintained and renewed key licenses and certifications (Fire NOC, Lift License, AERB, Pollution Control, BMW Authorization, Clinical Establishment License, BMC licenses, TPA MOUs).
* • Managed insurance renewals, AMCs, pest control, and waste disposal contracts.
* • Led a team of administrative staff, conducted performance evaluations, and provided training.
* • Implemented efficient patient grievance redressal systems for both offline and online feedback.
* • Coordinated with consultants to resolve patient concerns promptly.
* • Managed doctors’ payment reports, salary processing, vendor payments, and equipment servicing.
* • Supervised cashless admission/discharge processes and addressed insurance-related queries.
* • Negotiated favorable vendor contracts, reducing costs while maintaining quality.
* • Developed a comprehensive disaster recovery plan for uninterrupted operations.
* **Apex Hospital’s Group (50 Bedded) – Operation Coordinator Manager (2023 – 2024)**
* • Directed hospital operations with a focus on compliance, patient satisfaction, and vendor management.
* • Ensured timely renewals of statutory licenses and contracts.
* • Managed NABH documentation, AMCs, vendor relations, and grievance handling.
* • Supervised HR operations including staff scheduling, training, and payroll.
* • Handled Corporate & TPA Outstanding Management – monitored receivables, followed up on pending payments, and ensured timely claim settlements to maintain healthy cash flow.
* **Mangal Murti Hospital (20 Bedded) – Admin Manager (2019 – Aug 2023)**
* • Managed administrative and facility operations to ensure seamless workflow.
* • Oversaw cashless processing, vendor payments, stock control, and equipment maintenance.
* • Ensured compliance with BMC regulations and reporting.
* **Phoenix Hospital (35 Bedded) – Billing cum Admin Assistant (2015 – 2018)**
* • Managed IPD/OPD billing, discharge clearance, and TPA coordination.
* • Maintained accurate billing records, handled cash/cheque/card/UPI transactions, and reconciled accounts.
* **Sailee Hospital (35 Bedded**) – Billing cum Supervisor (2009 – 2012)
* • Prepared inpatient/outpatient bills, managed deposits, and ensured accurate tariff application.
* • Coordinated with clinical teams for real-time billing and discharge processes.
* Hygeia Pest Control Services – Admin cum Accountant (2007 – 2008)
* • Managed accounts, payroll, and service scheduling.
* Kruti Promotions & Events – Accountant cum Admin Assistant (2003 – 2006)
* • Managed accounts, vendor payments, and event logistics.
* Sanjivani Coaching Classes – Receptionist (1 Year 2 Months)
* • Managed calls, fee-related queries, and cash handling.

# Education & Certifications

• T.Y.B.A. – Completed

• Hospital Management – MSME Certified

• MS-CIT – IT Certification

• Fire Safety Training – Certified

# Personal Details

• Date of Birth: 30 April

• Marital Status: Married

• Children: One

• Hobbies: Traveling, Adventure, Music, Food

# Declaration

I hereby declare that the information provided above is true to the best of my knowledge and belief.