

CURRICULUM VITAE

Pratik Pawar

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📍 Indore, Madhya Pradesh

🕒 Flexible with Night Shifts

Career Objective

Dynamic and detail-oriented healthcare professional with hands-on experience in hospital operations, patient flow optimisation, and facility management. Seeking a challenging position in hospital operations to contribute to the delivery of high-quality patient care while enhancing operational efficiency.

Education

MBA in Healthcare Management

Specialisation: Hospital Management

Chitkara Business School, Punjab | 2022-2024

Bachelor's in Medical Laboratory Technology (BMLT)

Sarvepalli Radhakrishnan University, Bhopal | 2018-2021

Professional Experience

Operations Executive (Manager on Duty)

Motherhood Women's and Children's Hospital, Indore

Feb 2024 – Present

- Conduct daily facility and maintenance rounds across departments.
- Assisted with patient services, hospital workflow observation, and SOP implementation and service excellence
- Manage non-clinical operations including security, reception, biomedical, and support services
- Responsible for overall operations, clinical and non-clinical and night operations across the hospital
- Monitor turnaround time (TAT) for services and follow up with respective teams
- Handle patient complaints, staff coordination, and emergency situations.
- Learned operational processes and standards used during hospital audits.

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Intern – Hospital Administration
Bombay Hospital, Indore
6 Months Internship | 2023

- Assisted in daily hospital operations and patient flow monitoring.
- Shadowed hospital administrators and learned quality control practices.
- Exposure to NABH and NABL accreditation procedures.

Skills

- Hospital Operations & Administration
- Patient Flow Management
- Team Supervision & Shift Management
- Communication & Leadership
- Facility & Housekeeping Monitoring

Certifications & Conferences

- Participated in NABH & NABL Certification Programs
- Attended the 10th International Patient Safety Conference

Hobbies & Interests

- Exploring nature on bike rides
- Cooking & Driving
- Sharing positivity and spreading smiles