**Anand N. Shivapurkar: Location: Ahmedabad-Gujarat**

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*Proven experience of creating a pool of potential customers across domains / Major skills include pre-sales proposals, handling guest/customer conflict, identifying new business opportunities, maintaining client relationship, & excellent customer services in the Hospitals and Healthcare, RCM, AR calling and Denial management having worked with specialties like…Cardiology, Diabetology, Gastroenterology, Medical Oncology just to name a few… for US process*

***Profile Snapshot***

**Core Competencies in…**

* Business Development
* Corporate Development
* Administration management
* Team Management
* Drafting Winning Proposals
* Lead Generation
* Client Acquisitions
* Guest/Client Relation Domestic & International
* Development in New Markets

RCM, AR calling and denial management for US medical process.

* Excellent verbal and written communication skill.

***Professional Experience***

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| Sr. Manager: Corporate Development Shalby Multi-Speciality Hospitals. Ahmedabad April’22 till Current |

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* Established overall patient satisfaction and customer delight for specific responsibilities, Meeting & Greeting patients, Segregation of OPD, Conversion and upselling, Feedback collection and testimonials, Complaint analysis, Supervision of process.
* Worked well independently and on a team to solve problems. Organized and prioritized work to complete assignments in a timely, efficient manner.
* Business developed by sustaining old corporate PSUs like ONGC, ISRO, PRL, IPR, IOCL etc.. companies and added new private corporates empanelment to the organization.
* Co-ordinated with various doctors specialty wise and surrounding communities within assigned territory to bring in more awareness about the hospital services and its benefits. Provided co-economical background to doctors and patients.
* Generated average business of 80 lakhs per month not only by promoting super specialties department and it’s result oriented treatments, but from corporate organizations too.

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| Manager People Relations (Corporate Marketing & Operations) Dr. Jivraj Mehta Hospital Ahmedabad Jan’20- March’22 |

* Established overall patient satisfaction and customer delight for specific responsibilities, Meeting & Greeting patients, Segregation of OPD, Conversion and upselling, Feedback collection and testimonials, Complaint analysis, Supervision of process.
* Worked well independently and on a team to solve problems. Organized and prioritized work to complete assignments in a timely, efficient manner.
* Established brand new hospital OPDs centres, taken as a project, guided to build interior medico aspects.
* Business developed by sustaining old corporate PSUs like ONGC, ISRO, PRL, IPR, IOCL etc.. companies and added new private corporates empanelment to the organization.
* Co-ordinated with various doctors specialty wise and surrounding communities within assigned territory to bring in more awareness about the hospital services and its benefits. Provided co-economical background to doctors and patients.
* Generated average business of 65 lakhs per month not only by promoting super specialties department and it’s result oriented treatments, but from corporate organizations too.

Chief Administrator & Marketing (Corporate& commercial business): ***Kanoria Hospital & Research Centre:*** Feb’14– Dec’19

* Oversee and accountable for heading all the specialty wise department maintained daily operational activities, patients or Guest management, headed by Admissions through EMR and EHR software. Headed ICU, Ambulance Services medical records.
* Stream lined marketing and administrative operations of the facilities to enhance and support a cohesive and efficient environment. Monitoring the marketing, billing, Cashless TPA and accounts receivable operations diligently handling end to end process with strategic planning.
* Ensuring streamlined fetching of new projects on behalf of the company by doing MOUs.
* Grabbing onto other business openings including marketing liaisons or tie-ups for corporate companies.
* Adopted and set up process for MA-YOJANA and PM-JAY.
* Organized various business conferences for the doctors’ community to design sales policies and procedures.
* Purchase and procurement of necessary medical equipments to facilitate respective specialty wise department.

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| Marketing Manager – **SAL Hospital** Oct 2009 to Jan 2014 |

SAL hospital is the most prominent multispecialty specialty hospital located at Thaltej in Ahmedabad.

* Coordinated with various doctors specialty wise within assigned territory to bring in more and more critical cases of patients to SAL.
* Raised need of the doctors convincing by selling USPs/KRA of SAL hospital by creating win-win situation.
* Provided co-economical background to doctors and patients.
* Arranged orientation for doctors by their specialty wise. And developed relationship and built trust with doctors and with patients as well.
* Created corporate tie ups to ease the operational system with insurance companies for cash less facility e.g. PPN
* Major achievement for cardiac surgery, Cath lab, Neuro and many other specialties.
* Gathering doctors once in a month to deliver specialty wise new technical arrivals.

Project Mentor RCM and AR calling–Fedora Solutions ***(Mumbai, India):*** (KPO) Jan 2006 to Sept 2009

**Key Deliverables:**

* Oversee medical billing in the interest of (CBCCA) Oncology Hematology specialty doctors and Billing (EV & BV, Billing & Posting, Account Receivable & client communication) management,
* Responsible for reviewing the physician’s coding at the time of charge entry to ensure accuracy, timely payments, and to maximize revenue by analyzing AR activities.
* Responsible for submitting insurance claims within 48 hours
* AR calling and Denial management.
* Mentoring a team of 25 staff members while generating an entire base for operational management of billing aspects.
* A good understanding of the current Medicare Compliance and HIPAA regulations.

***Academics***

* **Certificate program in Hospital Management** | MSME & IDEMI 2023
* **Advanced Certificate course in NABH**  from Medvarsity 2020
* **Pursuing Certificate course in Medical Tourism** from Medvarsity 2020
* **MBA (Marketing)** | National Academy for Planning & Management 2006
* **Bachelor of Science (Chemistry)** | Hemchandracharya North Gujarat University, North Gujarat 1997

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| **Training under gone** |

* **Content writing from Henry Harvin|** Blog writing | Copy writing Etc…2019
* **Appeared for Six Sigma GB** | Certificate received for workshop attended in June 2017

***Technical Expertise***

* MS Office Tools, Advanced MS Excel, MIS, and Typing Speed 60 wpm

***Skills***

Customer service skills, Strong communication skills, ability to work in a team, Multitasking skills etc…

***Personal Dossier***

* **Date of Birth** : 21st March, 1975 |**Languages Known**: Marathi, English, Gujarati, and Hindi |**Marital Status**: Married |**Interests**: Singing, Cooking, and House-Keeping |**Passport Details**: B-5842431 |**Nationality**: Indian