**Abhishek Sharma**

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**Professional Summary**

High-achieving senior executive bringing expertise in business planning, revenue development and change management. Offering 12+ years of leadership in the healthcare industry along with an entrepreneurial and forward-thinking mindset, and a demonstrated track record of accomplishment. Experienced in streamlining operations, increasing revenue and reducing costs to maximize profits. Decisive and strategic leader with a history of success in the healthcare service industry.

**Skills**

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| * Business start up * Operational leadership * Mergers & acquisitions * Productivity performance * Staff Management * Process improvements * Market strategies * Business planning * Relationship Management * Operational Oversight | * Market research and analysis * 6 years of experience in Hospital operations, handling of P & L and HR at hospitals / centers across India. Extensive knowledge of overall operations. Finesse at handling BD at national level. Expertise in startup- setting process, proficient in handling doctor recruitment, efficacious marketing activities, ensuring center / hospital is operational. * Acquisitions, Driving organizational supply chain * Budget, Leadership, Procurement * Conferences. * Client support, Client Account Management. * Resource Planning. |

**Work History**

**CEO**, 06/2018 to 02/2020

**Ramagya Educational Group** – Noida, Uttar Pradesh

* Led operational oversight and budgetary supervision for 3 locations.
* Worked with department heads to stay current on needs and offer high-level support for day-to-day operations.
* Prepared organization for forecasted demand levels through effective operational planning.
* Completed accurate material and labor estimates for jobs with in budgets.
* Monitored use of best practices at all levels and implemented corrective actions to bring employees into compliance.
* Maintained effective staff and resource utilization rates to balance financial and operational obligations.
* Built productive relationships with industry partners and competitors to support strategic business objectives.
* Managed partnerships and strategic business relationships, including negotiating contract terms and handling conflicts.
* Orchestrated positive media coverage and stakeholder relations as public face of company.

**Group Operations Director,** 03/2017 to 05/2018

**Cyrus Hospitals** – Delhi.

* Assessed financial statements and OPD/IPD reports to evaluate conversion performance, develop targeted improvements, and implement changes resulting in higher revenues.
* Devised, deployed and monitored processes to boost long-term business success and increase profit levels.
* Directed HR operations, including strategic workforce planning, goal cascading, performance management, and staffing and benefits administration.
* Assisted with marketing strategy creation and advertising initiatives to promote facilities to public.
* Supported regulatory compliance by overseeing all audits to verify protocol adherence.
* Established and administered annual budget with effective controls to prevent overages, minimize burn rate and support sustainability objectives.
* Managed purchasing, sales, marketing and customer account operations efficiently.
* Implemented operational strategies and effectively built customer and employee loyalty through Discount Loyalty Card and Door Screening schemes.
* Responsible for P&L of all centers in Bihar.
* Also responsible for making all centers operational, ensuring compliance, and overseeing recruitment.

**Vice President of Operations**, 08/2015 to 02/2017

**Alchemist Hospitals Ltd, Delhi** – Delhi, Delhi

* Drove operational improvements which resulted in savings and improved profit margins.
* Led operational oversight and budgetary supervision for 6 Hospital locations.
* Devised new promotional approaches to boost customer numbers and market penetration while enhancing engagement and driving growth.
* Achieved substantial volume by using market expertise and business knowledge to make proactive decisions.
* Worked with department heads to stay current on needs and offer high-level support for day-to-day operations.
* Developed and implemented strategic updates to operations in order to solve issues affecting efficiency, profitability and production.
* Identified and capitalized on short and long-term revenue generation opportunities to maximize bottom-line profitability.
* Maintained effective staff and resource utilization rates to balance financial and operational obligations.
* Coached and guided senior managers to improve effectiveness and policy enforcement, resulting in improved employee job satisfaction and higher performance levels.
* Built and strengthened relationships across functional leadership areas to keep revenue development and operational plans interconnected and effective.
* Established and administered annual budget with effective controls to prevent overages, minimize burn rate and support sustainability objectives.
* Handling all non-clinical support functions in the hospital, including Engineering, Purchase, Stores, IT, and Bio Medical Engineering.
* Functioned as Head of Supply chain for the region.
* Possessed full knowledge of processes and audit, was part of getting JCI and NABH for hospital.
* Handling expense part of P&L of hospital.

**Partner Director**, 06/2008 to 10/2015

**Sheena Healthcare, Chandigarh** – Chandigarh, Chandigarh

* Worked with Hospital Owners and Management customers to understand needs and provide solution and consultation service.
* Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
* Conceptualized, built, executed and led team in delivery of Tele-Medicine, 3D Virtual Class Rooms, Gamma Knife/Cyber Knife, Modular OTs, recording and streaming for medical conferences, surgical skill centers, rural healthcare projects.
* Transported Medical equipment and solutions to customer locations.
* Increased customer satisfaction by resolving [Product or Service] issues.
* Resolved Patient acquisition problems, improved operations and provided exceptional client support.
* Monitored social media and online sources for industry trends.
* Resolved conflicts and negotiated mutually beneficial agreements between parties.
* Drove operational improvements which resulted in savings and improved profit margins.

**Education**

**Bachelor of Arts**: Modern History, 04/1998

**Allahabad University** - Allahabad, UP

**Accomplishments**

**3D Medical Education class rooms Setup**

TrueVision is a stereoscopic high-definition visualization system that displays the surgical field of view in real-time on a 3D flat-panel display in the operating room.

* It is used for neurosurgery, ophthalmology, spine, orthopedic, ENT and any surgery that requires a surgical microscope.
* Setup 3D class room at AIIMS- (neuro Lab) Delhi, Narayana Nethralya - Bangalore, Daljit singh eye hospital- Amritsar, Punjab, OmPrakash eye Hospital Amritsar, NIMHANS- Bangalore.

**Tertiary Healthcare in Rural Uttar Pradesh**

The solution is an effort to offer Tertiary care nearer to the patient's door steps in rural Uttar Pradesh through a network of Mobile diagnostic, Surgical Units and Mobile cath lab services, I believe that through this endeavor it has been able to address the issues of access and affordability of specialty Tertiary care and in turn has brought hope to the lives of many people in rural Uttar Pradesh.

**Baal Saathee**

Every Child is Important! Baal Saathee – a student health benefit program ,is working on academic performance and skill based health education of every child by identifying their intelligence, learning style, personality pattern, behaviors along with tracing their performances in examinations and building resilience and coping skills in every child to help them make informed choices in future and adapt better.

**Mannequin based Surgical skill centers**.

* Revolutionize classroom medical teaching that accurately replicates real life clinical scenarios.
* Hands on practical training gives repeated practice and accurately replicate real life clinical scenarios.
* Programmable Dummy patients for various scenarios.
* Developing decisions making skills.
* Refining technique and procedures,.
* Gaining experience in relatively rare medical conditions.
* Bedside/OT training without patient.

**Personal Information**

HOBBIES - Reading about new technologies especially about healthcare and gadgets, Meeting with new people, discussion on social issues, social work , Movies ,Sports etc.

**Additional Information**

I have excellent relationship with topnotch doctors from all over India. Also, I have good connections with top officials and leadership of Central government and state government as well.