SNIGDHA TRIPATHY
Contact : +91-9650032109
Email: snigdhagp@gmail.com

PROFESSIONAL SUMMARY

Healthcare and administrative professional with over 5 years of experience in patient coordination, hospital operations and customer relationship management. Demonstrated ability to manage front office functions, streamline billing processes and enhance patient satisfaction. Skilled in handling high-volume patient interactions, MIS reporting and cross-functional coordination to ensure efficient health care service delivery.

CORE COMPETENCIES

- Patient Relationship Management.
- Helthcare Operations and Administration.
- Front office management.
- Billing and MIS reporting .
- Customer Service & Complaint Resolution.
- Appointment Scheduling & Coordination.
- Team Coordination & Staff Support.

PROFESSIONAL EXPERIENCE

Guest Relation Executive

Motherhood Hospital, Bangalore
Jan 2017 – May 2017

- Managed front office operations and handled daily patient interactions efficiently.
- Addressed and resolved patient queries and complaints, ensuring high service standards.
- Coordinated billing processes including consultations, investigations, and admissions.
- Maintained patient records and registration details
- Prepared daily operational reports

Senior Executive – Customer Outreach

Cloudnine Hospital, Bangalore
Sep 2016 – Jan 2017

- Managed lead generation and follow-up processes to improve patient engagement.
- Conducted feedback calls and handled online/social media queries
- Coordinated doctor appointments and managed walk-in patients scheduling.
- Managed third-party platforms like JustDial and Sulekha.
- Supported marketing initiatives and vaccination reminder programs

Center Executive

Nephrocare Health Services Pvt. Ltd., Bhubaneswar
Jul 2015 – Jun 2016

- Oversaw clinic operations including patient scheduling and care coordination
- Maintained electronic medical records and patient data.
- Managed billing, inventory, MIS reporting, and staff coordination
- Supervised housekeeping and ensured compliance with hygiene protocols
- Assisted in recruitment, onboarding, and staff management.

Accounts & Admin Coordinator

Vikas Medical Devices, Bhubaneswar
Feb 2013 – Jun 2015

- Maintained financial records, invoices, and purchase documentation.
- Managed office administration and inventory processes.
- Assisted in budgeting and expense tracking and financial cooperation.
- Coordinated vendor payments and administrative operations.
- Managed staff schedules and day to day office activities.

EDUCATION

- MBA (HR), ICFAI University, Tripura.
- B.Com, Utkal University, Odisha
- +2 Science, CHSE, Odisha

TECHNICAL SKILLS

- Microsoft Office (Word, Excel)
- Basic Healthcare Administration

PERSONAL DETAILS

Date of Birth: 16 June 1984

Languages: English, Hindi, Odia

DECLARATION

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

SNIGDHA TRIPATHY