



**DR. SURJEET KUMAR THAKUR**

**Director Operations**

**Ph.D. (Hospital Laws & Management)**

**MBA, PGDBA, GDM, APGDHMM (Health Care & Hospital Administration)**

**INASH. CA. NHOC. ECAP (Clinical Trial) (NABH. OCI)**

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## OBJECTIVE







To gain employment with a prospective corporate Healthcare organization which has a motivating and inspiring environment with committed and dedicated people, This in turn would help me explore myself fully and update my knowledge and skills in accordance with the latest trends to fully realize my potential and dynamically work towards growth of organization, and gain satisfaction thereof.

I am Ph.D. (Doctorate of Hospital Laws & Management), MBA, PGDBA in Health Care & Hospital Administration with 15+ years of hospital management & quality experience. I have the expertise of getting NABH accreditation for various hospitals along with quality and overall hospital management. I am also an expert in hospital documentation across all departments.

## EDUCATION

Course Studied	Institution Studied	Year	Board/University
<b>Ph.D.</b> (Doctorate of Hospital Laws Management)	 <b>Indian School of Business Management and Administration</b> An ISO 9001:2008 Certified Institution	2020 2021	<b>ISBM, THANE</b> Mumbai- INDIA
<b>APGDHMM</b> (Health Care & Hospital Management)		2019 2020	<b>James Lind Institute</b> New York- USA
<b>PGDBA</b> (Health Care & Hospital Administration)	<b>KSOU, MYSORE</b> (Karnataka State Open University, Mysore)	2014	<b>KSOU, MYSORE</b> (Karnataka State Open University, Mysore)
<b>M.B.A.</b> (Masters of Business Administration)	<b>ISBM</b> (Indian School of Business Management & Administration)	May, 2012	<b>ISBM, THANE</b> Mumbai- INDIA
<b>GDM</b> (Graduation Diploma in Business Management)	<b>ISBM</b> (Indian School of Business Management & Administration)	May, 2010	

## WORKING EXPERIENCE

COMPANY	PLACE	DURATION	DESIGNATION
 <b>Tagore Hospital &amp; Heart Care Centre</b>	Jalandhar	May 2006 - May 2010	Admin Manager cum EDP Executive
 <b>THIND EYE HOSPITAL</b> An NABH Accredited Comprehensive Superspecialty Eye Hospital	Jalandhar	May 2010 - Dec 2013	Administrator & NABH Coordinator, EDP
 <b>OXFORD HOSPITAL (P) LTD.</b>	Jalandhar	Jan 2014 - March 2016	Chief Administrator & Head Operations
 <b>CARDIONOVA</b> Institute of Medical Sciences	Jalandhar	Oct 2015 - Feb 2017	GM – Quality Operations
 <b>HARTEJ HOSPITAL</b> A Comprehensive Multi-Specialty Hospital	Amritsar	March 2017 - Oct 2019	GM – Quality & Operations
 <b>C-ZON HOSPITAL</b> A Premier Multi Super Speciality Hospital	Amritsar	Nov 2019 - till date	Co-Founder cum Director

## PROFESSIONAL TRAINING/SEMINARS

- 2days Education/Interactive Workshop on **‘Internal Counsellor Programme on NABH Standards for Hospitals (ICP-NABH-SH)’** on **November 21 & 23, 2014** at Ludhiana (PB).
- 1 days Education/Interactive Workshop **‘Clinical Audit’** on **Nov 12, 2017** at Fortis Escorts Hospital, Amritsar (PB).
- 2 days Education/Interactive Workshop **‘Journey Towards Excellence’ ‘1st National Healthcare Quality Conclave (NHQC)’** on **March 23 & 24, 2018** at Vigyan Bhawan, New Delhi.
- 1day Awareness Programme on **‘Fire Safety and Emergency Preparedness for Healthcare Organizations’** on November 18, 2018 at NHS Hospital, Jalandhar (PB) by CAHO.
- 1 day Awareness Programme **‘Ethics Committee Accreditation Program (Clinical Trial)’** on **June 1, 2019** at CMC & Hospital, Ludhiana (PB).
- 1 day Awareness & Prevention Programme **‘COVID19’** on **April 27, 2020** by Global Institute of Healthcare Management (GIHM), New Delhi.
- 1 day Awareness, Education & Training Programme **‘Medicolegal Issues in Clinical Practice’** on **July 31, 2021** by CAHO – under **Continuing Quality Education Series**.
- 3days Education & training completed **‘Certified Internal Auditor in Healthcare Infection Prevention & Control** on **August 2, 3 & 4, 2021** by QAI – Quality & Accreditation Institute.
- 2days Education & training completed **‘Certified Internal Auditor on WHO Patient Safety Friendly Hospital Standards** on **September 10 & 11, 2021** by QAI – Quality & Accreditation Institute.
- 2 days Education & online training on **‘Hospital Management’** course on **Jan 22 & 23, 2022** by **MSME – Technology Development Centre (PPDC) – Govt. Of INDIA**.
- 2 days Education & online training on **‘Six Sigma Yellow Belt’** on **April 2 & 3, 2022** by **MSME – Technology Development Centre (PPDC) – Govt. Of INDIA**.
- 2 days Education & online training program on **‘Advanced Hospital Management’** course on **June 25 & 26, 2022** by **MSME – Technology Development Centre (PPDC) – Govt. Of INDIA**.

## AREA OF INTEREST

Administration & Bussiness Management  
Staff Management & Operations Management  
Business Process, Branding & Promotions  
Quality Accreditation & Management.

## KNOWLEDGE & SKILLS

- Leadership
- Knowledge of healthcare.
- Organization skills.
- Communication skills.
- Customer service.
- Good technical knowledge in hospital administration & management.
- Having vast experience & knowledge of quality operations i.e. NABH, DNB, ISO.

- Having best knowledge computer/Information technology.
- Report writing skills, Coordination and networking skills.
- Ability to work as a team.

## PERSONAL PROFILE

- Enthusiastic learner and keen to learn about new avenues.
- Strong communication skills.
- Creative and an inclination to innovative works.
- Leadership skills and able to work in teams.

## EXTRA CURRICULAR ACTIVITIES

- BEST EMPLOYEE AWARDS FOR THE YEAR OF 2008-2009
- AWARD OF EXCELLENCE FOR BEST EMPLOYEE FOR THE YEAR OF 2011-2012
- BEST EMPLOYEE AWARDS & AWARD OF EXCELLENCE FOR THE YEAR OF 2014-2015.
- BEST LEADERSHIP AWARD FOR THE YEAR OF 2017-2018.

## PERSONAL PROFILE

Father's Name : Late Shri Parveen Kumar Thakur  
Gender : Male  
Date of Birth : November 28, 1988  
Marital Status : Married (*Quality Head – Fortis Escort Hospital, Amritsar*)  
Language Known : Hindi, English, Punjabi

## DECLARATION

I hereby declare that above mentioned mine particulars are true to the best of my knowledge and beliefs.

*Dr. Surjeet K. Thakur*