

CURRICULUM VITAE



SWAYAM VISHWAKARMA



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PROFILE

- Currently working with Apollo Spectra, Chembur Mumbai
- Experienced with HCG Cancer Centre, Vadodara of 2 Yrs 10 Months.
- Begged Best operational excellence unit for 2024 & 2025 in Pan India operations meet.
- Completed MBA in Hospital Administration
- Brand Ambassador of I stem Dermaceutical for 2022-2023
- Summer training at SUM Ultimate Medicare
- Exposure to Business parameters, Conversion, Digital Projects, Operations, Healthcare Administration, Process streamlining & best practices.

Soft Skills: consistent learner, problem solver, hard-working, communication, team working

WORK EXPERIENCE AND PROJECTS

Senior Executive – Operations *Apollo Spectra Hospital, Chembur Mumbai* Jan-2026 to Continue

Work Field- Patient care coordinator,

- Working as Patient Care Coordinator for 16 bedded hospitals
- Managing OP Department, IP Department and Health checkups in hospital
- Organizer of Patient experience committee monthly to maintain high service standards.
- Responsible for Bed management & all patient related concerns.
- Managing 60+ On-call doctors in OPD ,120+ corporate health checkup weekly, 120+ surgery monthly.

Executive – Operational Excellence *HCG Cancer Centre, Vadodara* Feb-2023 to Dec-2025

Work Field- DMAIC, Digital Projects like CRM, Smart app, Helpdesk.

- Heading Operational excellence department in 2 hospitals (HCG Vadodara, HCG Rajkot),
- Captured 40 Centralized parameters which were reported to CEO Desk, 300+ Weekly parameters supporting Business, Predictability, Resource utilization & Timeliness.
- Regular Audits of departments to find gaps and propose solutions & organize scorecard meetings to discuss areas of working/ Progress with Unit head & all HODS .
- Working in Implementation of digital projects like CRM, smart app (Admin portal, doctor app & patient portal), helpdesk,
- Analysis of different problems to increase overall patient satisfaction, Business, Predictability & Resource utilization.
- Propose ideal logs for overall growth of business and more patient satisfaction.

Internship Experience *SUM ULTIMATE MEDICARE, Bhubaneswar* July-2022 to Aug-2022
2 months

Topic- Utilization of Operation Theatre.

- Managed daily basis operations of Operation theatre.
- Attended patients, interacted with their Attenders, and kept record of patient files.
- Communicated with staff members to identify problem and checked root cause analysis.
- Planned and managed pre anesthesia checkup of patient prone surgery.
- To extend support and coordinate services in line with the Clinical Team's & Nursing Team's requirement.

**Master of Business in Hospital
Administration***IBCS, SOA University, Bhubaneswar*2021 to 2023

- Overall grade: 8.0 / 10

Bachelor of Science, Zoology*Laxminarayana College, Jharsuguda*2018 to 2021

- Overall grade: 7.9 / 10
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LANGUAGES

- English (business fluent)
 - Hindi (mother tongue)
 - Odia (Beginner)
 - Gujarati (Beginner)
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**SOFTWARE
SKILL****MS Excel, MS Word, MS Power Point,
Video Editing**

**AWARDS &
RECOGNITION**

- Bagged Best operational excellence unit (Overall) in Pan India Operational meet, 2025
 - Won Best unit for CRM Adoption, Best consultation process & Appointment conversion & Best growth in NPR conversion
 - Bagged Best Operational excellence unit (New Units) in Pan India operational meet, 2024
 - Won best OE Working team member at Pan India Operations meet, 2024
 - Won 2nd prize at PPT Presentation at Quality lens, 2024
 - Representing the batch of MBA(HA) 2021-2023, SOA university
 - Master of Ceremony in Safe and Sustainable Hospital (SASH), held at AIIMS, Bhubaneswar, 2022
 - Runners up of "throwball" held at SOA cup, camous-2, SOA University, Bhubaneswar, 2022
 - Top 10 Finalist at beauty beyond contest, held at Mayfair lagoon, Bhubaneswar, 2022
 - Rewarded "Verbal Mention" held at SOA MUN, SOA University, Bhubaneswar, 2021
 - Bagged 2nd prize on District Level Essay Competition, Organized by Collectorate office, Jharsuguda 2020
 - Represented the batch 2019-2021 of Zoology branch, Laxminarayan college, Jharsuguda
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**EXTRA
CURRICULAR
ACTIVITIES**

- Organizes quarterly R & R for unit employees.
 - MC for Women's Day celebration, republic day & other unit level activities.
 - Organized Unit Chess & Carrom competition at KRIDA Event ,2025
 - Took Responsibility as Head in organization of ABHIMANTRITAM 2022 event, IBCS, SOA university.
 - Took responsibility as Head in organization of PRASTHANAM 2022 event, IBCS, SOA university.
 - Organized flash mob, SOA university.
 - I volunteered at many events and seminars at college and university level.
 - Master Of Ceremony for seminars organized at college level.
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