

SWAYAM VISHWAKARMA

HEALTHCARE OPERATIONS & EXCELLENCE LEADER

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PROFILE

Healthcare operations leader with experience spanning patient care coordination, operational excellence, and digital transformation across multi-unit hospital networks. Currently driving patient experience and bed management at Apollo Spectra, Mumbai, after nearly three years leading Operational Excellence across two HCG Cancer Centre units — work that earned back-to-back Pan India recognition in 2024 and 2025.

EXPERIENCE

Senior Executive – Operations Jan 2026 – Present
Apollo Spectra Hospital, Chembur, Mumbai
Patient Care Coordinator

- Patient Care Coordinator for a 16-bedded hospital, managing OP, IP, and health checkup operations.
- Organize the Patient Experience Committee monthly to maintain high service standards.
- Own bed management and all patient-related concerns end-to-end.
- Coordinate 60+ on-call doctors, 120+ weekly corporate health checkups, and 120+ monthly surgeries.

Executive – Operational Excellence Feb 2023 – Dec 2025
HCG Cancer Centre, Vadodara
DMAIC · CRM · Smart App · Helpdesk

- Headed Operational Excellence across two hospitals — HCG Vadodara and HCG Rajkot.
- Tracked 40 CEO-level KPIs and 300+ weekly parameters spanning business, predictability, and resource utilization.
- Ran departmental audits and scorecard meetings with Unit Heads and HODs to close performance gaps.
- Led CRM, Smart App (admin/doctor/patient portals), and helpdesk implementation end-to-end.

Summer Intern Jul – Aug 2022
SUM Ultimate Medicare, Bhubaneswar
Utilization of Operation Theatre

- Managed daily Operation Theatre operations and maintained patient file records.
- Ran root-cause analysis with staff to resolve recurring operational issues.
- Planned pre-anesthesia checkups and coordinated with Clinical and Nursing teams.

EDUCATION

Master of Business in Hospital Administration 2021 – 2023
IBCS, SOA University, Bhubaneswar
Grade: 8.0 / 10

Bachelor of Science, Zoology 2018 – 2021
Laxminarayana College, Jharsuguda
Grade: 7.9 / 10

CORE COMPETENCIES

- DMAIC & Process Excellence
- CRM & Digital Transformation
- Centralized Reporting & KPIs
- Operational Audits
- Bed & Patient Flow Management
- Stakeholder & HOD Management

SOFTWARE SKILLS

MS Excel · MS Word · MS PowerPoint · Video Editing

LANGUAGES

English	Business Fluent
Hindi	Mother Tongue
Odia	Beginner
Gujarati	Beginner

KEY AWARDS

- Best Operational Excellence Unit (Overall)**
Pan India Operational Meet, 2025
- Best Operational Excellence Unit (New Units)**
Pan India Operational Meet, 2024
- Best Unit — CRM Adoption & Appointment Conversion**
Pan India Operational Meet, 2024–25
- Best OE Working Team Member**
Pan India Operations Meet, 2024
- 2nd Prize, PPT Presentation**
Quality Lens, 2024