

# SARITA SINGH

## OPERATIONS MANAGER

Ambarnath (West), Thane | 8873802712 | saritas127@gmail.com | <http://linkedin.com/in/sarita127>

### PROFESSIONAL SUMMARY

Results-oriented Operations Manager with 7+ years of experience driving administrative excellence in healthcare and government settings. Skilled in process optimization, cross-functional leadership, and regulatory compliance, with a proven record of improving efficiency and delivering high-impact operational outcomes.

### EDUCATION

#### PG Diploma in Human Resource Management

- SCDL Pune, 2020

#### B.Com (Banking & Finance)

- Pune University, 2010

#### Diploma in Computer Applications

- Datapro, 2011

### SKILLS

- Stakeholder Management (Government/Healthcare)
- Process Optimization (Lean/Six Sigma)
- Regulatory Compliance (NABH/MPCB Audits)
- Operations & Administration
- Strategic Team Leadership
- Budgeting & Cost Control
- Data Analytics & Reporting

### ACHIEVEMENTS

- Awarded "COVID Yodha" by Ambarnath Medical Association for frontline leadership
- Recognized by OFH & AMC for executing 10,000+ vaccinations
- Managed 24/7 COVID center with 100% uptime
- Pioneered NABH accreditation at Aarogyam Multispeciality Hospital

### WORK EXPERIENCE

#### Chief Administrative Officer

Feb 2024 – Present

##### Adhar Rehabilitation Services

- Lead daily operations for therapy, medical, and administrative teams
- Streamlined cross-department coordination and communication workflows
- Boosted productivity 25% by implementing KPI tracking and staff training programs
- Oversaw strategic budgeting and resource allocation
- Implemented new operational policies to enhance compliance

#### HR Administrator (Operations)

Jun 2021 – Jan 2024

##### Aarogyam Multispeciality Hospital

- Reduced patient wait times by 20% through operational workflow redesign
- Cut overhead expenses by 15% with targeted cost-control measures
- Recruited and managed 100+ hospital staff across departments
- Contributed to NABH certification and ensured MPCB regulatory compliance
- Managed budgets, shift planning, and AMC operations for hospital equipment

#### Administration Head

Sep 2020 – Apr 2021

##### Ambarnath Municipal Corporation

- Maintained 24/7 COVID center operations with zero service interruptions
- Managed staffing and safety protocols for 10,000+ patient cases
- Automated vaccine/testing data reporting for real-time tracking
- Ensured full compliance with municipal health regulations

#### Additional Professional Experience

Apr 2011 – Jan 2020

##### (Demonstrating versatility across sectors)

- Healthcare Executive, Carnea Healthcare Pvt. Ltd. (Jun 2019–Jan 2020)
- Back Office Executive, Maheeshree Enterprises (Nov 2018–Mar 2019)
- Parent Care Executive (Admin), Trinity Global School (May 2015–Dec 2015)
- Back Office Executive, Ministry of Defence, IHQ MoD(N) (Apr 2011–Mar 2013)