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**Urmila S. Mungale**

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***OBJECTIVE***

Seeking to secure an Administrative Position, offering extensive experience working in fast-paced environments demanding strong organizational, Technical and Interpersonal skills.

***CAREER SUMMARY***

Well experience of Administrative Manager& TPA and over all experience of 13 years in various hospitals with background in carrying out self governing appraisal for the effectiveness of the policies, standards and procedures by which organization's physical, financial and information resources are managed.

***WORK EXPERIENCE***

1. **Working as TPA Head**&**PRO/Business Development Executive** (From May 17)with **LIFE LINE HOSPITAL, Panvel, Mumbai.**

***Work Profile:***

* To handle the corporate Patients/Companies and make them aware regarding the authorization/approval required from their concerned companies as per the agreement with the hospital.
* To give priority to emergency cases and to coordinate respective department for the same.
* To give the estimate to the patient according to the treatment advised and as per the hospital tariff.
* To send the preauthorization request along with required documents to the concerned TPAs and seeking the cashless transaction for their treatment.
* To timely solve the queries raised by TPAs in connection to the documents forwarded to them.
* To timely intimate the reply/ approval to the patients.
* To coordinate between doctors and patients in respect of their admissions.
* To maintain appropriate departmental documentation.
* To be involved in Quality Assurance/ Quality control activities.
* Communication & Other Promotional Activities, which suits to brand.
* Handle Heath check-up Executive Packages of different companies.
* Handle Heath Camps and Health Awareness Talk.
* Make All Companies Comfortable by giving the Current Information for Brands Image.
* Establishing and Maintaining Relationships with the Companies.

1. **Workedas Admin Manager and TPA Head** (from May 2016 to April 17) **with PRISM EYE INSTITUTE AND RESEARCH CENTER, New Panvel,Mumbai.**

***Work Profile:***

**Administrative Work**

* Performing day-to-day administrative task.
* Staff Management.
* Quality Management.
* Record & Document Management.
* TPA Billing.
* Monitoring Accounts.
* Monitoring Stock.
* Establishing and Maintaining Interpersonal Relationships.
* Observing, receiving, and otherwise obtaining information from all relevant sources.
* Communicating with head of Departments, co-workers or Subordinates — providing information to maintain smoother and faster workflow.
* Establishing and Maintaining Interpersonal Relationships — developing constructive and cooperative working relationships with others and maintaining them to work in time or over time if necessary.
* Organizing, Planning, and Prioritizing Work — Organize, plan and carry out the administrative function that includes the preparation of the quality plan that improves the quality of the process / organization.
* Developing specific goals and plans to prioritize, organize, and accomplish work.
* Communicating with people outside the organization, representing the organization to customers, the public and other external sources. Manage contact with the external auditors and make sure that every party is not only aware of the other's work but also well aware of areas of concern.
* Organizing training programs for staff to improve their work quality.
* Conducting camps, managing & maintaining camp data.
* To maintain and ensure smoother and faster workflow.
* To look after and manage all paperwork related to administrative work.

**3**. **Worked asHospital AdministratorwithNair Super-Specialty Eye Hospital, New Panvel,Mumbai**(June 2012 – April 2016).

***Work Profile:***

**All Administrative Work**

* Performing day-to-day administrative task.
* TPA Billing.
* Hospital Billing.
* Staff Management.
* Machinery Management.
* Money Management.
* Quality Management.
* Record & Document Management.
* Stock Management.
* Marketing.
* Establishing and Maintaining Interpersonal Relationships.
* To maintain smoother and faster workflow.
* All Paperwork related to administrative work.
* Organizing Camps (Free Health Check-up Camps).

**4.** **Worked as anAdministrator/Marketing** with **RajpalMultispeciality Hospital, Vashi, Mumbai** (Nov. 2010 – May. 2012)

***Work Profile:***

**Administrator/Marketing**

* Management of staff.
* Management of Machinery.
* TPA Billing.
* Monitoring Hospital Billing.
* Monitoring of accounts.
* Monitoring Stock.
* Order to materials & payments to vendors.
* Records & Documents Management.
* Marketing.

**5.** **Worked as anAssistant Administrator Officer/Quality Co-ordinator** with **Midas Multispecialty Hospital Pvt. Ltd.,** Nagpur(Feb. 2008 – Oct. 2010)

***Work Profile:***

**Assistant Administrative Officer/ Quality Coordinator**

* Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
* Reporting to the top management and committee on the programs, policies, and activities of the related processes. Coordinating with top management to ensure a system is in place that provides guarantee about the identification and evaluation of all major risks, on an annual basis.
* Monitoring & managing Billing, accounts department –out standings of Panels as C.G.H.S., W.C.L., MOIL etc.
* Documenting, Entering, Recording, Storing, or maintaining Information/Data.
* Identifying Objects, Actions, and Events — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
* Scheduling Work and Activities — Scheduling events, programs, and activities, estimating resource needs as well as the work of others.
* Conduct any tasks or reviews requested by the audit committee, Director or Admin Officer.
* Working concisely to meet quality criteria like ISO 9001 and NABH.
* Provided administrative support to departments in coordination with Admin Officer.
* Perform any other duties as assigned by top management.

**6.**Worked as **Manager** with**C.N.M.I. Hospital, Nagpur** (*Jun 2006 – Jan. 2008)*

***Work Profile:***

* Hospital Management.
* Take care of patients.
* Man management & maintenance of accounts.

**7.**Worked as an **Administration Manager**with **Derma Skin Cosmetic & Laser Clinic, Nagpur** for 3 years (May 2003 – May 2006).

***Work Profile:***

* Clinic Management.
* Assist Doctor in Procedures & Treatment.
* Take basic care of Patients.
* Maintenance of records, machinery & accounts.

***EXTRA CURRICULUM***

* Empanelled PRISM Eye Care Hospital with 40 Medi-claim / TPA companies like Bajaj Allianz, Media-Assist, ICICI Lombard, Apollo Munich, Star Health, United India Insurance, National Insurance, New India Insurance, Oriental Insurance, MD India, Paramount and rest of other Insurance & TPA companies.
* Empanelled hospitals with corporate companies like JSW, Deepak Fertilizers, Bombay Dying, Technova Imaging, FG Glass, Hindalco Industries Ltd., Simran Motors, Shilpee Engineering, Metropolis Lab, D.A.V. School - New Panvel, etc.
* Enrolled PRISM Eye Care Hospital with FOOREC (Foundation of Ophthalmic and Optometry Research Education Center) Delhi for School of Optometry (DOT courses) – on process).
* Helped PRISM Eye Care Hospital to apply for CPS (College of Physicians & Surgeons). – On process.

***EDUCATION QUALIFICATION***

**ACADEMIC EDUCATION:**

* Bachelor of Science- (Biochemistry) from Nagpur University.

**OTHER KNOWLEDGE & PROFESSIONAL EDUCATION:**

* Knows the Protocols like ISO 9001: 2008 and NABH.
* Passed the **IRDA LICNESE EXAM** in 2008 for **LIC of India** and for **Edelweiss Tokio**in 2014.
* Passed the**IRDA License Exam**for Authorized Business Development in Insurance and Related Business Applications.
* Helped in the evaluation and creation of feasibility demographic charts of the company’s products
* Procured business under agency for marketing and sales of corporation policies.

***SKILLS***

**Soft Skills:**

* Knowledge of computerized HMIS (Hospital Management and information system) and maintaining record keeping systems.
* Having In-depth ability to gather, analyze and evaluate facts and to prepare and present concise oral and written reports.
* Ability to maintain current knowledge of developments related to quality improvement.
* Uncommon ability to establish and retain effective working relationships with other staff and to communicate clearly and effectively, both orally and in writing.

**Technical Skills**

* O/S- Microsoft Windows 2007, 2008.
* Packages- Microsoft office
* IT Knowledge- Internet skills &Power point presentations.

***PERSONAL DETAILS***

Name : Ms. UrmilaMungale

Date of Birth : 29th December 1977.

Gender : Female

Marital Status : Unmarried

Language known : (Read &Write) English, Hindi and Marathi.

Current Address : New Panvel, Navi Mumbai,Maharshtra.

Permanent Address : Plot No.12, 1st Floor, Hindustan Colony, Wardha Road ,Nagpur.

References : Available on demand.

Salary expected : Negotiable.