

STEPHEN FRANCIS

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Approachable leader with a passion for Administration/ HR Operations

Summary

A veteran professional with 29 + years of experience in the areas of Administration/ HR & MIS Reporting, Service & Personal Relation Operations, Front Office Management, Business Development, Hospitality/Customer Relationship Management and Team Management.

Presently, working with CIIMS Hospital as ASST. Administrative Officer.

Results-driven professional acknowledged for sound decision-making and analytical abilities, business acuity, ongoing education, and problem-solving skills. Strategic, methodical, and reliable; pursues the challenge of resolving long-term issues and influencing revenue positive outcomes.

Enjoys opportunities to think "outside the box", deriving new solutions to old problems through strategic information gathering, data collection, and comprehensive scrutiny. Persuasive and concise communicator; experienced in dealing with all levels of management and coaching staff to achieve greater productivity and understanding.

Core Skills

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|------------------------------------|---------------------------------|
| - Operations & Process Management | - Administration |
| - Quality Control & Assurance | - Front Office Management |
| - Customer Relationship Management | - Cleanliness / Hygiene Control |
| - Training & Development | - Team Management |

Personality Traits

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|-------------------|-----------------|
| - Detail Oriented | - Collaboration |
| - Optimism | - Resilience |

Employment Recital

22nd October 2018 to 06th January 2020 Manager Operations Administration

SevenStar Hospital

(A unit of Nagpur Institute of Surgical Sciences & Research Centre Pvt. Ltd)

Key Deliverables:

- Accountable for handling all Admin operations within the time frame.
- Liable for generating MIS from systems to help organization to evaluate their business' daily activities or problems that arise, make decisions, and track progress.
- Organizing various camps for Hospital in Rural and Urban areas.
- Overseeing the publicity & Advertisements of Hospital to ensure good market brand.
- Responsible for organizing C.M.E., events, seminars and symposiums in Hospital.
- Determining needs of the staff, temporary staff or hire employees to fill these needs as well as recruit & train the employees.
- Managing employee relations, unions and collective bargaining.
- Preparing employee records and personal policies and ensuring high performance.
- Managing employee payroll, benefits and compensation as well as ensuring equal opportunities.
- Ensuring that human resources practices conform to various regulations.

Previous Assignments

1st Mar'2017 to 20th October 2018 March 2017 to Oct2018 || Administrator / HR / PR

Nagpur Test Tube Baby Centre. IVF Centre

March 07 to February 2017 Getwell Hospital || Associate Administrator

Nov'05 to Apr'06||Team Leader & Sr. Sales Executive||Club Mahindra Holidays

Aug'2000 to Oct'05 || Administrative Executive ||S. S. International

Oct'97 to Jul'2000 || Team Leader Marketing Executive ||Link Consultancy

Education Details

P.G. Hospital Management All India Institute of Public Health & Welfare; April 2016

B.Com from Shridhar University; May'2013

Dual Diploma (Business Administration & Hospital Management) from National Institute of Management; May'2010

Personal Details

Name : Stephen Francis

D.O.B : 29th October 1971

Address : Flat No.102, B-Wing, Creative Home - II Anupam Society
Friends Colony Nagpur 440013

Languages known : English, Hindi, Marathi

Marital Status : Married.

Mr. Stephen Francis