

Dr. Rakesh Upadhyay



Dentist | Healthcare Management Professional | MHA (TISS Mumbai)

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EDUCATION

Master of Hospital Administration (MHA)	Tata Institute of Social Sciences, Mumbai	7.3/10	2025
BDS	Triveni institute of dental sciences, Hospital and Research Centre, Bilaspur, Chhattisgarh	66.56%	2022
Class XII (CBSE)	Kendriya Vidyalaya No.1, Jhansi Cantt. U. P	79%	2014
Class X (CBSE)	Kendriya Vidyalaya No.3, Colaba, Mumbai	83.60%	2012

WORK EXPERIENCE

Management Trainee, Health Claims GoDigit Insurance	<ul style="list-style-type: none">Improved claims turnaround time (TAT) by 20% through workflow optimizationReduced IR queries via structured case review and documentation improvementAssisted in fraud detection and risk analysis during claim processingIdentified process gaps and compliance issues, improving operational efficiencyPublished productivity and clearance reports for performance monitoringEnsured timely claim clearance and case closure	June 2025 – Present
Associate Dentist, Dr. Mainak Das Dental Clinic, Hooghly	<ul style="list-style-type: none">Delivered clinical dental care while ensuring efficient patient flow management and optimized service deliveryCoordinated treatment planning and patient scheduling to improve operational efficiency and reduce waiting timeLed oral health awareness initiatives, reaching 2000+ individuals and driving community-level health engagement	May 2022 - May 2023

INTERNSHIPS

Administrative Intern HCG Hospital, Borivali	<ul style="list-style-type: none">Analyzed patient acquisition channels to identify trends, inefficiencies, and opportunities for improving service delivery and operational performanceContributed to HCG Care App UI development, enhancing digital touchpoints and improving patient interaction experienceSupported data-driven initiatives to improve patient engagement and optimize hospital footfall through process and performance insights	Mar 2025 – May 2025
Administrative Intern General Hospital, Chhota Udepur	<ul style="list-style-type: none">Conducted process flow mapping and utilization analysis of the radio-diagnostic department, increasing X-ray utilization by 30% through integration with orthopedic consultationsDeveloped process maps and a structured checklist to improve patient safety, security, and quality of services	Feb 2024 – Apr 2024
Administrative Intern District Hospital, Jhansi	<ul style="list-style-type: none">Optimized pharmaceutical supply chain management across departments, reducing inventory holding costs by 25% through implementation of just-in-time (JIT) inventory practicesDecreased stockouts by 15% through improved demand forecasting and inventory monitoring, enhancing overall supply chain efficiency	May 2024 – July 2024
Administrative Intern Era Medical College & Hospital, Lucknow	<ul style="list-style-type: none">Analyzed 1,222 insurance claims, identifying 25.7% delay patternsConducted patient experience study with 92% satisfactionImplemented digital patient feedback system	Sept 2024 – Nov 2024

POST GRADUATION DISSERTATION

School of Health Systems Studies	<ul style="list-style-type: none">Conducted a study on Biomedical Waste Management in a tertiary care public hospital, assessing compliance across departmentsAchieved an overall compliance rate of 72%, with highest adherence in the Operation Theatre (92%); identified need for improved staff training	
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POSITIONS OF RESPONSIBILITY	
Cultural Representative (TISS)	<ul style="list-style-type: none"> Led execution of annual cultural fest “QuinTISSence,” coordinating 20+ events with 200+ participants Managed a 30-member team, overseeing logistics, budgeting, timelines, and cross-functional coordination Ensured smooth execution through structured planning, follow-ups, and team management
KEY SKILLS	
Soft skills - Stakeholder Management, Team Collaboration, Adaptability, Problem-Solving, Ownership, Emotional Intelligence.	
Technical skills - Hospital Operations & Administration, Health Insurance Claims Management, Process Improvement & Quality Management, Patient Experience & Service Improvement, Data Analysis & Reporting, MIS Reporting, Dashboard Creation, Microsoft Office (Excel, Word, PowerPoint), SPSS, STATA, Tableau, CRM (Zoho), Workflow Tracking, Case Management	
CERTIFICATIONS	
e- Certificate from Udemy and Mind Luster	Microsoft office Project management product management Strategic management
Languages	English, Hindi
OTHERS	
Key Achievements	<ul style="list-style-type: none"> National Child Science Congress – Top 500+ CGPSC Interview Qualified (2022) MHT-CET 98.94 percentile
Extra-Curricular Activities	<ul style="list-style-type: none"> Mental Health Program Facilitator with 150+ global participants Environmental awareness campaign contributions