

# PRANAB UPADHYAYA

aspiring Healthcare Manager | Operations & Quality Enthusiast | MBA (Healthcare Management)



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## SKILLS & ABILITIES

COMMUNICATION  
TIME-MANAGEMENT  
ADAPTABILITY  
TEAM-COORDINATION  
ETHICAL CONDUCT IN HOSPITAL SETUP  
MS EXCEL, WORD, POWERPOINT  
FAMILIAR WITH NABH CONCEPTS  
PATIENT INTERACTION  
QUALITY ASSURANCE

## PERSONAL PROFILE

Motivated executive professional skilled in hospital operation, quality assurance providing service efficiency and quality improvement

## PROFESSIONAL PROFILE

Motivated and detail-oriented healthcare management professional with an MBA in Healthcare Management and trained in hospital operations, quality assurance, and patient service improvement. Completed structured hospital internships with hands-on training in IPD operations, patient feedback collection, basic quality monitoring, and understanding of NABH standards and safety protocols. Possess foundational knowledge of healthcare operations, laboratory workflows, and patient service management, supported by strong communication, learning agility, and teamwork skills. Highly motivated to begin a career in healthcare administration and contribute as a trained fresher while continuously learning and growing within a hospital environment.

## EXPERIENCE

Intern – Hospital Operations & Quality Management  
*Utkal Hospital, Bhubaneswar | June 2025 – July 2025*

- Trained for day-to-day operations (ICU, deluxe and general wards).
- Assisted in monitoring hospital service quality and staff behavior, cleanliness and communication.
- Interacted with patients and staff to identify service gaps and contributed to quality improvement.
- Observed hospital management practices and gained exposure to healthcare services delivery systems.
- Gained basic understanding of hospital policies, learned the importance of transparency, ethical conduct, responsibility in hospital administration and decision making.

Intern – Laboratory Technology  
*Hi-Tech Medical College & Hospital, Bhubaneswar | June 2024 – September 2024*

- Conducted diagnostic tests ensuring accuracy and biosafety compliance and supported laboratory workflow optimization, reducing test turnaround time while communicating with doctors and technicians to maintain timely report delivery.

## CERTIFICATIONS

- Certified in PGDCA, MS Office, enhancing digital and analytical skills

## EDUCATION

MBA in Healthcare-  
Management-Centurion  
*University of Technology and  
Management, Bhubaneswar*  
(2024 – 2026) SGPA: 8.62

Bachelor of Science (B.Sc.)  
*Fakir Mohan University,  
Balasore*  
(2017 – 2020)

Diploma in Medical Laboratory  
Technology (DMLT)  
*Hi-Tech Medical College &  
Hospital, Bhubaneswar*  
(2022 – 2024)

CHSE from Garasang,  
Mohavidyalaya, Garasang,  
balasore-2015-2017

HSC from P.N. High School,  
Badakhuri, Soro, Balasore-2015

**Languages Known:**

- English – Professional Working Proficiency
- Hindi – Fluent
- Odia – Native

**Hobbies & Interests**

- Volunteering in community health awareness programs
- Reading healthcare and management articles
- Reading novel and comics

**WORKSHOPS & ACTIVITIES**

- Basic Life Support (BLS) and Emergency Codes Training – Utkal Hospital  
Trained in emergency response protocols, mock drill on emergency *Codes*, focusing on patient safety and crisis coordination.
- Occupational Safety and Fire Safety Workshop – Utkal Hospital  
Participated in hands-on safety drills covering *fire prevention, emergency evacuation, and safe handling of medical equipment (PASS & RACE)*.
- Attended webinar on “*DPDP ACT-2023*” organised by CAHO- Consortium of Accredited Healthcare Organizations-10<sup>th</sup> Feb 2026

**Declaration:**

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief. I take full responsibility for the correctness of the information mentioned in my resume.