**Niraj Madhar**

Uxbridge, UK

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| Qualifications Summary |  |
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Competent and resourceful professional with education and experience in administrative support; well prepared to excel in a challenging role as business analyst in high performance environments by adding value to corporate goals.

* **Relationship Development:** Distinctive ability to establish relationship with staff and management. Adept at achieving goals with passion for communicating with diverse communities in organisational programmes.
* **Multi-tasking & Problem Resolution:** Highly reliable and detail-oriented professional with a sense of diligence and aptitude to effectively multi-task assignments with stringent deadlines.
* **Leadership Skills:** Forward-thinking leader with tactical and strategic vision, keen bottom-line focus, and verifiable success in optimising efficiency and maximising results through delivery of value-added services.
* **Business Analyst Skills:** Harnessed in-depth knowledge and understanding of business research and decision making, business process improvement, business case management, and management investigation.
* **Key Strengths:** Possess in-depth knowledge and understanding of Microsoft Packages, Excel, SQL, R, Python, Tableau and various company databases, time management, team collaboration, and problem-solving skills.

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| Educational Background |  |
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**MSc Data Analytics**, October 2020

London Metropolitan University, Holloway

**Bachelor of Science in International Business Management**, July 2018

London Metropolitan University, Moorgate

**Access to Business Diploma**, July 2015

Uxbridge College, Uxbridge

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| Professional Experience |  |
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RNOH - Royal National Orthopaedic Hospital nhs trust, Stanmore

**Pre-Assessment Co-Ordinator** (7/2018 – 8/2018)

Proficiently assisted the specialist Pre-assessment Anaesthetic and Nursing Team with a high quality, confidential administrative service in maintaining key relationships with Consultants, service managers, all wards, hospital departments, clients and externally . Demonstrated a high-level of self-directed work autonomous decision making, troubleshooting and ability to deal sensitively with clients.

*Selected Contributions:*

* Transferred administrative capabilities and remained vigilant for a live feed of clients daily to allow full utilisation of schedule.
* Ensured joint working and close cooperation was developed and maintained amongst peers and externally providing a client focused pathway.

 Triio – Gas Distribution Strategic Partnership, Slough

**Administrative Support** (6/2017 – 7/2017)

Competently delivered active functional support and assistance in supporting the compliance team in overall aspect of office operation. Shared a collective passion for high-level customer service, adeptly identifying and fulfilling customer needs as per clients’ requirements.

*Selected Contributions:*

* Challenged with the responsibility of office operation to manage and arrange certificates as well as kept abreast all engineers with the latest compliance.
* Enhanced departmental operation by accurately drafting and composing weekly reports, forwarding all document to senior management for assessment and approval.

Ealing Hospital NHS Trust, Southall

**Switchboard Operator** (5/2006 – 8/2020)

Rendered expert assistance and operational switchboard service on various items, operating till, and maintaining activities as well as initiated adequate system of internal control by adhering compliance to all policies and procedures. Credited for answering and addressing high volume of phone calls, including international calls and calls from West London Mental Health. Supported community district nurses by methodically collecting information from patients. Exhibited a meticulous regard for accurate administrative detailing and championing staff in paging doctors across all Trusts. Fostered congenial relationship and professional communication with team member and staff to guarantee a smooth transition, during the merger.

*Selected Contributions:*

* Provided impeccable support to relevant department during fire alarm testing, as well as performing the emergency procedures as per organisational policies.
* Harnessed astute analytical capabilities to maintain and organise an accurate log of all phone and pager system failures as well as monitored all bleeps and pager holders.
* Diffused impeding issues and swiftly resolve queries raised by hospital staff to the Estates department.
* Conducted testing on the internal bleep system and the long-range pagers for seamless operation.

Royal Free Hospital NHS Foundation Trust, Hampstead

**Medical Secretary** (10/2008 – 8/2012)

Delivered robust administrative support to senior management and team members within the clinic office and throughout the hospital. Proactively deal with filing and records management in line with hospital requirements. Oversaw the development programme aimed at training, mentoring, and augmenting personnel skills.

* Updated and finalised comprehensive progress reports and forwarding required documents to top executive for further assessment, discussion, and decision.
* Established and sustained highly empathetic long-term relationships with MDT co-ordinators, pathway co-ordinators, and admissions for arranging potential admissions.
* Acquired and retained the clients through positive and efficient customer service while ensuring and maintaining patient confidentiality at all times.
* Administered new operation processes, identifying and implementing operational opportunities for the continuous improvement and development initiatives.

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| Career Note |  |
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**Clinic Clerk – Trauma & Orthopaedics,** Ealing Hospital NHS Trust, Southall

**Outpatient Information Officer,** Ealing Hospital NHS Trust, Southall

**Clerical Officer – Dermatology,** Ealing Hospital NHS Trust, Southall

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| TECHNICAL PROFICIENCIES |  |
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Microsoft Office Suite, Windows 10, McKesson Patient Administration System, Web Browsers, Lotus Notes, Big Hand, R, SPSS, Python, SAS, Tableau, SQL, VitalData and various company databases.