

BISWAJEET PAUL

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SUMMARY

An experienced and dedicated healthcare professional with 22 years of expertise in the Paramedical Department, currently serving as a Manager. Adept at overseeing student admissions, eligibility verification, examination processes, and evaluator management while ensuring seamless institute accreditation and coordination. Demonstrates strong decision-making abilities in result declaration and general communication management.

Previously served as a Technical Assistant in the "Child Sexual Abuse Project - Prevention and Response," specializing in stakeholder coordination, training facilitation, community engagement, and multidisciplinary collaboration..

WORK EXPERIENCE & ACTIVITIES

MANAGER, INDIAN MEDICAL ASSOCIATION H.Q., NEW DELHI, INDIA - CURRENT

- **Admissions and Eligibility:** Develop and implement a standardized admission process with clear eligibility criteria. Use multiple communication channels (email, SMS, phone) to provide guidance and updates to prospective students.
- **Examination Process:** Coordinate examination schedules, syllabus distribution, and guidelines. Efficiently manage deadlines and feedback mechanisms with project management tools, ensuring timely completion of tasks.
- **Examiner and Evaluator Management:** Maintain professional communication with examiners and evaluators. Ensure timely payment and provide updates on changes in examination procedures.
- **Institute Accreditation:** Handle accreditation requirements for institutes and coordinate site visits from experts. Follow up regularly to ensure adherence to standards.
- **Decision-Making & Results:** Transparent decision-making: clearly communicate the decision-making process, and criteria. Timely result declaration. Use multiple channels (Email, WhatsApp, and Online portal) to communicate results to students, respond promptly to queries and concerns regarding results.
- **General Communication Management:** Utilize active listening, empathy, and positive language to improve overall communication with stakeholders. Regularly follow up on tasks and document all communication for clarity.

EDUCATION

- **B.Sc. in Bio Science** from THE UNIVERSITY OF BURDWAN, WEST BENGAL, 1986
- **POST GRADUATE DIPLOMA IN COMPUTER APPLICATION** in Computer Programming, MS Excel, MS WOERD, Power Point, etc. from THE INSTITUTE OF ENGINEERS, CALCUTTA, 1991.
- **Certificate Course in HIV and Family Planning** from the Indra Gandhi National Open University, Delhi,

PERSONAL

- Date of Birth: 24-01-1967
- Father's Name: Late Shri Dulal Krishna Paul
- Religion: Hinduism
- Nationality: Indian

SKILLS

Paramedical Department Manager

- **Strategic and Operational Management:** Expertise in managing both strategic and operational facets of the paramedical department.
- **Communication & Coordination:** Strong communicator with the ability to handle student admissions, examination processes, and evaluator management through clear, concise, and transparent communication.
- **Leadership & Decision-Making:** Adept at leading teams, making key decisions, and ensuring timely result declarations.
- **Project Management:** Skilled in using project management tools for efficient scheduling, coordination, and task tracking.
- **Feedback & Problem-Solving:** Ability to provide constructive feedback to examiners, institutes, and evaluators, with a solution-oriented approach.
- **Stakeholder Relationship Management:** Expertise in managing relationships with students, institutes, examiners, and evaluators, ensuring prompt response to queries and concerns.
- **Empathy & Active Listening:** Strong emotional intelligence, ensuring empathy and active listening in all interactions.
- **Technology Proficiency:** Familiar with using technology to streamline processes like communication, result declaration, and examination schedules.
- **Documentation & Record-Keeping:** High attention to detail in maintaining accurate records of communication and decisions.
- **Crisis Management:** Skilled in handling situations that may require quick thinking, especially when there are changes or delays in the examination process. Facilitated workshops on child sexual abuse prevention and response, ensuring active participation and impactful learning.

WORK EXPERIENCE & ACTIVITIES

TECHNICAL ASSISTANT - Child Sexual Abuse - Prevention & Response

- **Child Sexual Abuse Prevention and Response Workshops:** Coordinated workshops aimed at educating and training stakeholders in preventing and responding to child sexual abuse.
- **Collaboration with UNICEF and IMA:** Worked closely with both IMA and UNICEF to ensure that the workshops adhered to best practices and global standards in child protection.
- **Multi-disciplinary Team Coordination:** Managed a team of diverse professionals (nurses, doctors, educators, legal experts) ensuring collaboration for a common goal.
- **Training Curriculum Development:** Assisted in the creation and delivery of educational content related to child sexual abuse prevention.

CERTIFICATIONS

Extensive Participation in Public Health & Community Welfare Programs

- Participated Pulse Polio Immunization Programme as an Area Co-ordinator, 2000.
- Completed National Clinical Training Programme for "Counsellors of Torture Medicine", 2001.
- Participated in International Quit & Win - Smoking Cessation Campaign, 2006.
- Participated in the "CME on HIV Update", organized by Indian Medical Association in collaboration with AIDS Society of India, 2014.
- Participated in the Conference on "Rural Health and Sustainable Development in India", Hotel Le Meridian, 2016.
- Participated in Blood Donation Camp, 2018.

SKILLS

Technical Assistant - Child Sexual Abuse - Prevention & Response

- **Project Management:** Successfully coordinated and managed a state-level project involving multiple stakeholders across various sectors (healthcare, education, law, etc.).
- **Stakeholder Coordination:** Worked with diverse groups including nurses, doctors, advocates, educators, and other professionals to ensure effective implementation of child sexual abuse prevention strategies.
- **Training & Workshop Facilitation:** Organized and facilitated workshops on child sexual abuse prevention and response, ensuring active participation and impactful learning.
- **Collaboration & Networking:** Collaborated with national and international organizations such as IMA and UNICEF to implement project goals.
- **Community Engagement:** Engaged with key community leaders to promote awareness and prevention of child sexual abuse.
- **Problem-Solving:** Addressed logistical and operational challenges to ensure smooth execution of workshops.
- **Advocacy & Awareness Building:** Contributed to spreading awareness about the issue of child sexual abuse and provided resources for effective response mechanisms.

AWARDS

- World Medical Association – Silver Plate
- Perfect Health Mela 2015 – Distinguished Service Award 2015
- Award of Appreciation and Gratitude 2017
- Perfect Health Mala 2017 – Distinguished Service Award 2017
- Distinguished Service Award 2021