

Queen Bhutani

Physiotherapy Assistant: Effective Communication, Patient Care & Empathy, Team Management

✉ queenbhutani@gmail.com ☎ +1 (343)-558-6211 📍 [Toronto](#) [in LinkedIn](#) [GitHub](#) [Portfolio](#)

SKILLS

- **Document Management:** Electronic health records, clinical documentation, operational data with high accuracy.
- **Healthcare Data Entry:** Entering, updating, validating Client & operational data across healthcare managements.
- **Software Applications:** Office Productivity tools for healthcare reporting, Appointment Planning, administration.
- **Healthcare Software Management:** Jane App, Fiji App, HCAI billing portals, and electronic health systems.

WORK EXPERIENCE

Customer Service Manager (Full Time)

August 2022 – Present

Walmart Supercenter

Ontario

- Supervised and coordinated up to 25 front-end associates, improving checkout efficiency by 30% by optimizing register, streamlining break schedules, and minimizing queue times through real-time floor management and POS analytics.
- Resolved high-volume customer escalations, processed complex returns, and authorized special transactions; ensured 100% compliance while conducting cash pickups, safe drops, and reconciliations with less than 0.5% discrepancy rate.

Physiotherapy Assistant

September 2022 – September 2023

Bloom Physiotherapy Clinic

Ontario

- Scheduled 50+ patient appointments weekly and maintained electronic health records using Jane App, optimizing patient scheduling algorithms and improving appointment adherence 30% through structured workflow management.
- Coordinated physiotherapists in executing prescribed rehabilitation therapies and exercise protocols via Fiji App, facilitating treatment plan compliance and contributing to a 25% enhancement in patient therapy completion rates.

Healthcare Manager / Administrator / Project Manager

June 2016 – August 2022

Indus Hospitals Pvt. Ltd

India

- Directed hospital operations and budgeting initiatives, improving resource allocation by 35% through detailed financial analysis, operational forecasting, variance analysis, cost-benefit evaluation, and strategic resource planning.
- Implemented patient satisfaction surveys and feedback counseling protocols, achieving a 40% rise in patient-reported satisfaction scores within one fiscal year through data-driven performance metrics and service quality enhancement.

Medical Operational Manager

January 2015 – May 2016

Fortis Healthcare

India

- Monitored departmental workflows for OPD and IPD patients daily, leading to a 20% decrease in patient wait times through optimized scheduling, process mapping, throughput analysis, capacity planning, and demand forecasting.
- Trained and supervised 10+ administrative staff, improving overall documentation accuracy and compliance with healthcare regulations by 25% through audit preparation, regulatory reporting, SOP adherence, compliance tracking.

Assistant Purchase Manager

May 2014 – February 2015

Eye Q Super Specialty Hospital

India

- Managed ophthalmic equipment procurement and inventory, reducing supply shortages by 30% through structured vendor management, stock tracking, demand forecasting, supply chain optimization, and inventory control.
- Ensured 100% regulatory compliance in pharmaceutical procurement by coordinating documentation audits, updating licensing records quarterly, conducting compliance assessments, and executing quality assurance procedures.

INTERNSHIPS

MBA Intern (Quality & HR Department)

August 2013 – January 2014

Fortis Memorial Research Institute

India

- Facilitated HR policy creation and quality audits, ensuring 100% compliance with NABH standards and leading to a 20% increase in hospital-wide protocol adherence through targeted training initiatives and continuous quality improvement.

Physiotherapy Intern

January 2011 – June 2011

Govt. Medical College & Hospital, Chandigarh

India

- Rotated across 7+ departments, supporting multidisciplinary patient care and therapy planning, utilizing evidence based practices and clinical decision-making, and achieving feedback scores over 90% from supervising therapists.

PROJECT EXPERIENCE

Surgical Safety Checklist Compliance Improvement

January 2013 – January 2014

Hospital Quality Assurance Associate, Fortis Healthcare Hospital, India

- Led a Quality Improvement Project (QIP) aimed at enhancing compliance with the Surgical Safety Checklist by 20%.
- Conducted audits, staff training, interventions, results a measurable increase in safe surgical practices & procedural.

EDUCATION

Postgraduate Diploma – Regulatory Affairs (Pharmaceuticals)

September 2023 – April 2024

Algonquin College, Ottawa, Canada

Postgraduate Diploma – Project Management (General)

September 2022 – April 2023

Algonquin College, Ottawa, Canada

Master's Degree – MBA Healthcare Management

June 2012 – July 2014

Chitkara University, India

Bachelor's Degree in Physiotherapy and Rehabilitation

2006 – 2011

Kurukshetra University, India