

# DILLI RAM REGMI

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## PROFESSIONAL PROFILE AND SKILLS

- Creative team player with proven ability to manage simultaneous projects, work independently, and meet deadlines;
- Results-oriented professional with outstanding problem-solving abilities;
- Strong organizational skills with attention to detail;
- Desire to achieve, accomplish, and exceed objectives and goals;
- Excellent management skills and ability to facilitate team efficiency;
- Great rapport with customers and fellow employees; and
- Fluent in Hindi and Nepali Languages.

## EMPLOYEMENT EXPERIENCE

- The OSU Wexner Medical Center - The James Cancer Hospital and Solove Research Institution, and Critical Care Tower (Columbus, Ohio) April 2015 to Present.

**Assistant Director, Environmental Services:** Responsible for managing the environmental cleanliness for a 21 story, 1.1 million square foot cancer hospital. Program activity includes: 276 acute care beds, 72 critical care beds, 152 outpatient exam rooms, 40 infusion stations, 16 clinical trial stations, 12 Apheresis beds, and Emergency Department, 16 rooms dedicated to oncology patients. The James currently encompasses more than 12,500 annual hospital admissions, over 380,000 annual outpatient and clinic patient visits, and over 8,500 surgeries per year. The OSUWMC Emergency Department patient visits are over 68,000 per year.

Responsible for managing the environmental cleanliness for ground floor, 1<sup>st</sup> floor(lobby) and the 2<sup>nd</sup> floor of the Brain and Spine Hospital.

### *Duties include:*

- Directly managing 4+ Area Manager and 60+ union housekeeping personnel employed for the day to day healthcare cleaning operations and established assigned duties;
- Developing, coordinating and promoting staff mentoring and recognition programs
- Responsible for developing and implementing training programs
- Budget management;
- Providing departmental over-site for the quality control, compliance, staff recognition and patient experience program
- Recruiting, Hiring, training, scheduling, and evaluating employees; disciplining employees when necessary;
- Inventory and equipment management and control, developing and monitoring par levels;
- Conducting patient room and hospital wide inspections for quality control, ensuring standards are being met, and developing and evaluating performance improvement programs;
- Maintaining a rapport with and building relationships among hospital managers and line staff;
- Investigating and resolving customer complaints; and
- Promoting a positive image in support of absolute customer service and satisfaction.
- The OSU Wexner Medical Center - The James Cancer Hospital and Solove Research Institution, and Critical Care Tower (Columbus, Ohio) September 2014 to April 2015

**Environmental Services Area Manager:** Responsible for managing the environmental cleanliness for a 21 story, 1.1 million square foot cancer hospital. Program activity includes: 276 acute care beds, 72 critical care beds, 152 outpatient exam rooms, 40 infusion stations, 16 clinical trial stations, 12 Apheresis beds, and Emergency Department, 16 rooms dedicated to oncology patients. The James currently encompasses more than 12,500 annual hospital admissions, over 380,000 annual outpatient and clinic patient visits, and over 8,500 surgeries per year. The OSUWMC Emergency Department patient visits are over 68,000 per year.

### *Duties include:*

- Directly managing 40+ union housekeeping personnel employed for the day to day healthcare cleaning operations and established assigned duties;

- Budget management;
- Recruiting, Hiring, training, scheduling, and evaluating employees; disciplining employees when necessary;
- Inventory and equipment management and control, developing and monitoring par levels;
- Conducting patient room and hospital wide inspections for quality control, ensuring standards are being met, and developing and evaluating performance improvement programs;
- Maintaining a rapport with and building relationships among hospital managers and line staff;
- Investigating and resolving customer complaints; and
- Promoting a positive image in support of absolute customer service and satisfaction.

**Crothall Healthcare at The OSU Wexner Medical Center** (Columbus, Ohio) March 2014 to Sept. 2014.

**Environmental Services Operations Manager:** Responsible for managing the environmental cleanliness for a 500+ bed hospital. The OSU Wexner Medical Center is rated one of the “America’s Best Hospital” for 22 consecutive years and consists of a comprehensive burn center, intensive care units (Surgical, Medical, Neurological, and Neonatal), Emergency Department, Imaging Department, Maternity Center, Inpatient units, and Outpatient Clinics, including over 45,925 annual admissions and over 120,156 annual Outpatient and emergency visits.

- Duties include:
- Directly managed 30+ union housekeeping personnel employed for the day to day healthcare cleaning operations;
- Budget management;
- Hired, trained, scheduled, and evaluated employees; disciplined employees when necessary;
- Inventory and equipment management and control, established and monitored par levels;
- Conducted patient room and hospital wide inspections for quality control, ensured standards were met, and developed and evaluated performance improvement programs;
- Maintained a rapport with and built relationships among hospital management and line staff; and
- Promoted a positive image in support of absolute customer service and satisfaction.

**J.W. Marriot** (Grand Rapids, Michigan) May 2012 to February 2013.

**Housekeeping Management:** Responsible for the management and supervision of 22+ housekeeping staff with 337 guest rooms and suites. The property provided for private retreats designed to reward the senses and comfort the spirit.

*Duties included:* operations and budget management; staff hiring, training, scheduling and completion of performance evaluations; inventory management and control; inspections, quality control, and performance improvement program development; investigated and resolved customer complaints; and maintaining and operating environmental services equipment.

**Waldorf Astoria** (Chicago Illinois) July 2010 to May 2012.

**Housekeeping Management:** Responsible for the management and supervision of 25+ housekeeping staff with 188 hotel guest rooms and 51 condominiums. This AAA recognized Five Diamond and world landmark hotel was ranked #1 in the United States by *Conde Nast Travelers Magazine*;

*Duties included:* Operations and budget management; staff hiring, training, scheduling, and completion of performance evaluations; inventory management and control; room and hotel inspections, quality control, and performance improvement program development; investigated and resolved customer complaints; and maintaining and operating environmental services equipment.

**Trump International Hotel and Tower** (Chicago, Illinois) November 2009 to July 2010.

**Houseperson:** Responsible for providing concierge and housekeeping services to guest at one of the ten most prestigious hotels in the world to boost the Five Star *Forbes* ratings for both hotel and restaurant. This 339 guest room and suite hotel includes a spa and fully equipped kitchens.

*Duties included:* maintaining a clean and friendly environment; responding to guest requests; providing housekeeping amenities and inventory control; and maintaining and operating environmental services equipment.

## EDUCATION

- **North Bengal University** (WB, India) Graduated September 2006.

**Bachelor's Degree of Accounting** (3 years of honors accounting classes completed).

*Additional Course Completed Include:* Management Concepts and Organizational Behavior; Marketing Management; Personal Management; Finance Management; Management Control Systems and Advanced Accounting; and Managerial Economics.

*Additional Certifications:* Completed FEMA (Emergency Management Institute) on April 2017.

*Conferences attended:*

1. 2016 ISSA Interclean North America, held in Chicago, where top executives in the global cleaning industry meet to drive innovation, productivity and profitability.
  2. Becker's Hospital Review 8<sup>th</sup> Annual Meeting held in Chicago: attended as one of the reviewer of the conference on several hospitals reviews and Leadership skills.
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