

# MAJOR DR PRAVIN PRATHIP J

Indian Army Ex-Dental Officer | Author | Speaker | Trainer  
Business & Sales coach | Entrepreneur | Success Expert  
Dental Surgeon & Implantologist with 15 Years Experience  
Founder: Malligai Dental Hospitals  
Malligai Dental Academy | Chennai

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## OBJECTIVE

To utilize my 15 years of experience in medical and dental field which includes extensive Indian army experience to provide exceptional quality work in the medical/dental fields, in an environment that provides challenges, promotes diversity and stimulates professional growth.

Training is my Passion and I keep training thousands of Aspirants on the nuances of being patient centric and want to elevate the profession of Dentistry to the pinnacle. Also using my speaking, Training and Coaching skills to help the General Public to reach their Goals.

## EXPERIENCE SUMMARY

- Founder -Malligai Dental Hospitals, Malligai Dental Academy, Punnagai Digital Dental X-rays, Malligai Publishing company , Malligai educational Consultancy, Malligai Dental Labs, in Chennai.....
- Author- Dental Practice Management Book –Accelerate your patient service take your Dental Business to the next level
- Trainer- 2013 for Dental Implants, Orthodontics, and Dental Practice Management – till date.
- TRAINER FOR BUSINESS & SALES/MOTIVATIONAL SPEAKER/PUBLIC SPEAKING.
- Dental Implant Surgeon &Consultant.....2009 – Present
- Indian Army Dental Corps Major Rank (Short Service Commissioned Officer) Member No DS12124F .....2004 – 2009
- Ex-Servicemen - Retired Defense Officer (Tuticorin Dist.)S.No TN01-1019338
- Senior House Surgeon, Tuticorin Government Hospital.....2003–2004

- Part time asst dental surgeon –Dr S M Balaji.....Aug2002 -2003
- Part time Asst Dental Surgeon Captain Dr S ManojKumar ..... May 2003 – Oct 2003

### **RESPONSIBILITIES AS FOUNDER & CEO OF MALLIGAI GROUPS**

- Managing clinical, professional, clerical and administrative staff
- Responsible for staffing, customer service, revenue, expenditure & accounts, statutory compliance and security & safety. Develop, monitor and review all staffing, scheduling, facility operations, Supply procurement, Training and SOPs identification of key business areas and proposals for new clinics
- Managing clinical, professional, clerical and administrative staff
- Managing the recruitments for all categories, involved in training programs, motivational programs, retaining key employees and giving performance incentives and appraisals.
- Overseeing the day-to-day management of the organization and each clinical branch.
- Implementing new policies and directives for the positive direction of the dental branches
- Liaising and negotiating with medical, dental consultants and non-medical staff internally (often at the most senior levels) and with people in external organizations, e.g. social services, voluntary groups or the private corporate sectors.
- Gathering and analyzing data and using it to plan and manage both projects and systems.
- Working towards ensuring quality, utmost care and value for money for patients.
- Setting budgets and maintaining finances within tight constraints.
- Planning and implementing strategic changes to improve service delivery.
- Attending meetings, writing reports and delivering presentations to a variety of audiences.
- Clinical governance by conducting general meetings among the clinical and non clinical staff members.
- Sitting on committees and representing the views of departments and teams.
- Handling communications and corporate affairs.
- Managing premises, catering, cleaning and security (often via sub-contractors).
- Purchasing equipment and supplies, and organizing stores centrally and auditing the same quarterly.

- Using computers to manage information and financial data, and to analyze and measure performance.
- Ensuring high quality of training of the staff in their particular fields so as to give complete patient satisfaction.
- Locating good places for dental clinics, advocating responsibility to marketing team for surveying the area in terms of the business and growth.
- Conducting weekly meetings with the marketing team and taking feedback regarding the entire activity the full week.
- Taking all the necessary actions required for business development and liaising with corporate offices and software companies for giving comprehensive dental care.
- Reporting on all important activities and performance details to the managing director directly on daily basis.
- Presenting the collective data of the performance of individual clinics and collective performances of the entire organization on monthly basis.
- Active leader in the management team responsible for streamlining ERP management processes & Sales.
- Developed policies and procedures for client on-board, managed resistance to changes in processes. Monitored client related operations and coordinated with new prospects to create seamless access of new opportunities through creative client communication strategies.
- Active participant in the team which developed performance metrics and organizational reporting tools; maintained efficient records manage sales forecast and monitor team performance. Developing customer trust, generating Top Clientele and providing strong follow-up, leading to increased repeat and referral business.
- Implemented campaign-management tools such as creative briefs, proposals concepts, estimate forms that improved flow of communication and elevated client satisfaction
- Nurtured portfolio of accounts to generate substantial revenue for the organization. Maintained ongoing communications with all accounts and fostered loyal, lasting relationships.
- Outstanding success in re-designing operations and sales by implementing key change strategies in performance mapping, operational efficiency, MIS & HR development.
- Periodic training programmes are being conducted under the aegis of Major DR PRAVIN PRATHIP J

## Summary

- Proactive Administrator with 15 + years of experience in Capital Planning, Business Development, Operations, Hospital Administration, & Team Management. International trainer and Speaker: Presented seminars on leadership and Team building.
- Efficient planner with expertise in planning, Global market plan execution account management with skills in P&L management, competitor and market analysis, staffing, management reorganization and targeted marketing.
- Demonstrated business acumen in leading and managing the operations, effectively discharging the functions and achieving higher rate of organic growth.
- Extensive experience in conceptualizing and implementing SOP's, process improvement, resource allocation, costing and utilization in hospital operations.
- Experience in implementation of marketing/ sales promotion plans for business generation.
- Recognized as Quality Accreditation Specialist. Leading, training & monitoring the performance of team members to ensure efficiency in sales operations and meeting of targets.
- Proven track record of standardizing services as per ISO, CRISIL & ICRA norms. Well versed with NABH and NABL standards.
- Possess skills such as diagnostic/ decision-making/ problem-solving/ communication and people skills.
- Effective Network Marketing leader and proficient speaker and trainer.

Specialties: Strategic Planning ,Consulting Operations, Budgeting ,Market Mapping, Market Research, Key Account Management, Branding, Hospital Administration, Business Development, Liaison, Cost Management, Revenue Generation CRM, Training & Development, People Management

## **EDUCATION QUALIFICATIONS**

- Bachelor of Dental Surgery, Sri Ramachandra Dental College ,Chennai, Tamilnadu 1998 - 2003
- Diploma & Masters in Alternative Medicine MD(A.M)—srilanka university
- Masters in Acupuncture-Srilanka University

## **CERTIFICATE COURSES**

- Fellow of International Congress of Oral Implantology-FICOI
- Fellow of Indian Society of Oral Implantology- FISOI
- Fellow of Implant Prosthetic section
- Fellowship in Higher Implantology training-cochin implant institute.
- Ancy Rescue & Resuscitation Training Centre – Cardio-Pulmonary Resuscitation Course April 2002
- Medicina Alternativa Institute – Doctor of Medicine (Acupuncture) January 2000
- Indo – European Institute for Natural Medicine – Diploma in Acupuncture July 1999
- Certified –FITA website designing- wordpress specialist
- Sales & Business Training- by Brian Tracy online university. TILL DATE
- Publish & Grow Rich book publishing Training by Gerry Roberts, Publisher BlackCard Publishing, Canada. 2015
- Attended Train the Trainer Certification by Blair Singer USA ( Rich Dad Advisor)—organized by Success Resources International. 2016
- Trained author & Mentor. Trained by various mentors from different parts of the world for motivational speaking/practice management
- Undergoing continuous Online Training Programmes- from EdX (Harvard, MIT, IIM) for continuous learning on business, Sales , Entrepreneurship and Leadership.-2016

## PROGRAMS PARTICIPATED

- Digital (online) Marketing – IISC (Bangalore) January 2016
- American Academy of Cosmetic Dentistry – Advanced workshop on composite resin June 2015
- ISOI – Bioceramic Zirconia Dental Implants October 2014
- ISOI 21st Annual Conference October 2014
- ISOI 19th National Conference October 2012
- Encode – A to Z of Porcelain Laminates / Veneers March 2012
- Sri Venkateshwara Dental College & Hospital – Introduction to Implantology with Myriad System February 2012
- Emergencies in Clinical Practice – Current Concepts August 2007
- Pre Induction Training (Corp Battle School) August 2005
- Command Dental Training (CMDTC) CC Lucknow May to June 2005
- Medical Officers Basic Course (MOBC) Lucknow March 2005
- Nesam Sanyinjiao institute of natural medicine – Magneto Therapy November 2003
- 19<sup>th</sup>Tamilnadu State Dental Conference – Student Convention December 2001
- Indian Academy of Oral Medicine and Radiology – Student Seminar on oral medicine and radiology at Chennai September 2001
- Foundation For REIKI-ACU and Drugless Therapies – World congress on drugless therapy – January 2000
- 18<sup>th</sup>Tamilnadu State Dental Conference – Student Convention November 2000

## PROGRAM PRESENTATION

- Indian Academy of Oral Medicine and Radiology – GENE therapy September 2009
- 57<sup>th</sup> Indian Dental Conference – Biopsychosocial factors and oral diseases January 2003
- 19<sup>th</sup> Tamilnadu Dental Conference – Demystifying valvular heart disease December 2001

## PROGRAMS CONDUCTED

- Implant Competence Programme at Malligai Dental Academy in Chennai - October 2013, July 2014, August 2014, September 2014, November 2014, June 2015, October 2015
- Fixed Orthodontic Workshop for General Practitioners and Specialists by Mentor Dr Benoy Ambooken MDS., at Malligai Dental Academy in Chennai - September 2015, January 2016
- Endodontics for the General Practitioner at Malligai Dental Academy in Chennai - May 2015
- Dental Practice Management Programme In Malligai Dental Academy  
On April 3 2015.
- Art of Dental Selling Programme- B R Ambedkar Dental College, Bangalore ON 17<sup>TH</sup> JUNE 2016.
- Art of Dental Selling Programme in Indian Dental Association Vellore on July 10<sup>th</sup> 2016.
- ART OF DENTAL SELLING Programme in Army College of Dental Sciences Secunderabad on July 23 2017.
- Art of Dental Selling Programme in Telengana Dentists Association on 24 July 2016.
- Art of Dental Selling Programme in Park West Dental Academy Coimbatore on 07 August 2016.
- Art of Dental Selling Programme in Rajah Muthiah Dental College, Annamalai University, Chidambaram, 13 august 2016.
- Art of Dental Selling Programme in Indian Dental Association, Pollachi 14 august 2016.

- Art of Dental Selling Programme in Amrita School of Dentistry, Kochi Kerala 18 august 2016.
- Art of Dental Selling Programme in Indian Dental Association, Nedumbaserry Cochin Kerala ON 18 august 2016 evening.
- National Television Doordarshan Youth Motivation Programme on 23 August 2016.
- ART OF DENTAL SELLING PROGRAMME in Indian Dental Association, Tiruvannamalai 28 August 2016.
- Art of Dental Selling Programme in dentistry 2016 conference on 04 OCT 2016.

#### ➤ **UPCOMING PROGRAMMES**

- Art Of Dental Selling Lecture In Indian Dental Association, Bhavani, Erode Tamilnadu 11 Sep 2016.
- Art of Dental Selling lecture In Indian Dental Association, Kanchipuram 18 SEP 2016.
- Art Of Dental Selling lecture in Asian Middle East Dental Summit in Dubai on sep 23 24
- Art Of Dental Selling lecture in M S Ramaiah Dental College ,Bangalore On Sep 30
- ART OF DENTAL SELLING lecture In SB Patil Dental College and Hospital, Bidar Karnataka on 01 OCT 2016.
- Art of Dental Selling lecture in Indian Dental Association Madurai 23 Oct 2016.
- Dental Practice Management Workshop – Malligai Dental Academy 12 &13 Nov 2016.
- Art of Dental Selling lecture in Indian Dental Association, Dindigul 27 Nov 2016.

#### **WEBINARS CONDUCTED**

- Finance Management by Marudhavanan Chartered Accountant - February 2016
- Zirconia Webinar by Dr Sammy Noubissi DDS MS USA - October 2015
- Practice Management by Dr Sujith Pardeshi - October 2015

## MEMBER

- Dental Council Of India Registration Number: 6830
- Indian Dental Association Madras Branch Member ID – 243924
- Life Member- ISOI-AC/L/1437/TN
- Life Member – ICOI

## STRENGTHS

- Excellent listening, communication and interpersonal skills.
- Pleasing personality for managerial positions.
- Excellent managerial and administrative skills, Handled successfully the administrative and technical operations of 2 dental clinics, diagnostic centers.
- Ability to educate the patients and convince them for undergoing advanced treatment procedures.
- Very good in skillfully handling the unsatisfied patients.
- Dedication towards patient education.
- Ability to work under pressure and accomplishing the given tasks, and meeting the targets within the time frame.
- Personal Upgradation and Passion for writing and Public Speaking
- Spoken in huge crowded auditoriums as invited Guest Speakers
- Entrepreneur oriented
- Personal trainings from various conferences like National Achievers conference
- Huge experience in managing critics
- Ability to make the team members to perform at their inherent maximum potential
- Conducted various National and International conferences
- Well networked with more than 5000 dentists all around the world.
- Conducted many training programmes for Upcoming, Middle level and senior dentists in the field of Orthodontics, Endodontics, Practice Management and LASERS.
- Chairperson in CME 2007 by MH Secunderabad ( Military Hospital)

## ACHIEVEMENTS

- In Indian Army Dental Corps managed the dental sections and the manpower and all the clinics under various Command/Corps/field hospitals' jurisdiction.
- Worked as Division Dental officer in Jammu and Kashmir ( counter terrorism OPS)
- Worked as relief Medical officer in charge during the earthquake in 2005 .(J&K)
- In Tamilnadu, given the interviews on TV Health file programs in Moontv, Pudhiyathalaimurai (campus compass) TV5 Channel, Mahaa TV, HY TV channels.
- Planned and executed Malligai Dental clinics from 3 chairs to 5 chairs in six years time and responsible for generating the revenue of the company to seven times of the previous income.
- Initiated blood lab with Lister diagnostics
- Started Punnagai Digital Dental X-Rays- 2011 and Running Successfully.
- Brought Malligai Dental Hospital In The Top 10 Ranking Clinics In Chennai City 2016-- Conducted by Times of India Newspaper All India Survey.

## PROJECTS

- Author of bestselling book *Accelerate your patient service-Take your dental business to the next level.* – The first Dental Practice Management book by a South Indian Author.
- First Dentist in tamilnadu to write a book in Dental Practice Management.
- Establishing an Online Marketing company for healthcare sector-work in progress
- Taking the company to a Multi Million Dollar Enterprise by 2020
- To establish a Big Practice Management and Personality Development company for youth , professionals and seniors

## CLINICAL SKILLS

- Oral surgery: Can perform all the routine extractions, surgical extractions like mesio-angular, vertical, horizontal impactions, mucocoeles and apicoectomy surgeries boldly and successfully. Assisted oral surgeons in many jaw fracture cases in operation theatres.
- Prosthodontics: Have done many cases of removable, complete dentures and fixed partial dentures i.e. crown and bridge work confidently. Specialized in making *Bio-functional prosthetic systems* complete denture making.
- Conservative and Endodontics: carried out many restorations especially cosmetic restorations with composites, multi rooted Root canal treatments accurately along with post and core procedures and bleaching of teeth.
- Periodontics: Apart from regular ultrasonic scalings, had performed nearly 100 cases of Perio-flap surgical procedures, Gingivectomies and curettage. Performed many cases with LASER's
- Orthodontics: Can perform orthodontic banding and bonding, which will facilitate convenience for the orthodontist to carry out treatment easily.
- Implants: Can perform all Dental Implant procedures ranging from single tooth to full mouth particularly expert in managing all prosthodontics issues.
- LASERS: Owns a diode laser and have performed numerous LASER assisted soft tissue and Hard tissue procedures.

## RECOGNITIONS AND AWARDS

- Awarded with SainyaSeva Medal during Army Service: Awarded in recognition of non-operational services under conditions of special hardship and severe climate.
- Awarded with High altitude and prestigious Siachen glacier medal: Awarded for serving at high altitude of 14000 feet above sea level and for combat service on the Siachen Glacier along India's northern border respectively.
- The only Dental surgeon from Tamilnadu to be selected for the Army Dental Corps in the year 2003.
- Certificate of appreciation for the best dental treatments while serving in ARMY DENTAL CORPS.
- Best Presentation award on the topic of "Syncope and its management" in Indian Army during MOBC'2004 course.
- Casualty evacuation training was given to all IPS probationers in the prestigious Indian Police Academy Hyderabad.

- Officer in charge for execution of the State Funeral for past Chief Minister of Andhra Pradesh Mr. YSR Reddy.
- Medical care provider- for 4<sup>th</sup> CISM Military World Games-2007
- Various philanthropic activities in Gideons International organization.

### **PROFESSIONAL REGISTRATIONS**

- Tamilnadu State Dental Council, Chennai, India-Regn no 6830
- Indian Dental Association (madras)—243924

### **PERSONAL INFORMATION**

- Date of Birth: 10 January.
- Nationality: Indian
- Address: Chennai.
- Languages: Tamil, English, Hindi&Telugu
- Civil Status: Married To Anisha Elizabeth Chelliah
- Children: Rithika Rachel Pravin and Akash Jason Pravin.
- References available on request

Place: Chennai.

MAJOR DR PRAVIN PRATHIP J

Date: