



Dr. Swati Singh

E-Mail: x25swatis@iima.ac.in

Mobile: +91 8872362240

LinkedIn: www.linkedin.com/in/dr-swati-singh

Summary

Results-oriented healthcare leader with 8+ years of experience across public and private health systems, leading large-scale **program execution, operational optimization**, and **data-informed advisory** and consulting. Skilled in diagnosing access gaps, identifying unmet needs, and translating insights into **growth and go-to-market strategies**. Proven track record of **cross-functional leadership, stakeholder engagement**, and driving **transformation at scale** to improve service delivery, adoption, and efficiency.

Professional Experience

Medical Officer (Dental Surgeon) | Govt. of UP (UPPSC) | Meerut

Jul 2022 – Mar 2025

- Led a **90+ multi-tier team** as Nodal Officer and primary point of contact to deliver programs with government agencies, **WHO**, and **UNICEF**, strengthening workforce capability, improving operational alignment, and enabling consistent, scalable service delivery.
- Implemented and strengthened **KPI-driven analytics dashboards** by validating population-level data (~100,000 beneficiaries) and leveraging Excel and AI-enabled tools to generate insights that informed planning, elevating the facility to the **top 10% statewide**.
- Advised leadership on translating program priorities into operating and **go-to-market roadmaps** by assessing ecosystem gaps, user journeys, and adoption barriers; led solution design and execution, achieving **100% cancer screening coverage** (vs. 70% target).
- Drove inventory and resource optimization via process redesign, reducing waste and improving **utilization by 15%** within 6 months.
- Directed cross-functional operations for **4,900+ cases**, redesigning workflows to enhance operational efficiency and care adherence.
- Designed and executed service expansion and outreach strategies using population segmentation, behavioural insights, and targeted on-ground activation, scaling service delivery to **3,000+ beneficiaries** and driving a **3.5× engagement** increase at zero incremental cost.
- Spearheaded strategic and financial planning for a portfolio of **72 health initiatives** through data-backed proposals, cost-benefit evaluation, and compliance oversight, supporting prioritization, scalable solution deployment, and service-expansion decisions.
- Resolved medico-legal cases and managed escalations through stakeholder collaboration, ensuring compliance and mitigating risk.

Consultant and Faculty | Sai Dental Centre | New Delhi

Jul 2020 – Jun 2022

- Designed and implemented a service growth and conversion strategy based on customer and trainee journey analysis, demand patterns, and feedback, delivering **18% revenue growth** and improving conversion rates from **70% to 90%** within one year.
- Led **200+ complex cases end-to-end** through analytical problem-solving, improving patient outcomes and service efficiency.
- Integrated **digital and AI-enabled tools** into workflows, **reducing treatment time by 30%** and modernizing service delivery.
- Mentored **30+ dentists** through structured learning and capability development, strengthening organizational performance.

Post-Graduate Resident | Panjab University | Chandigarh

Jun 2016 – Nov 2019

- Managed **90+ orthodontic cases** through evidence-based diagnostic planning, treatment delivery, and cross-disciplinary coordination.
- Conducted **research** and presented findings at **national conferences**, enhancing scientific dissemination and institutional visibility.

Junior Resident | Lady Hardinge Medical College | New Delhi

Jan 2016 – May 2016

- Managed **24-hour emergency** and outpatient services, ensuring triage, cross-functional coordination, and operational efficiency.
- Implemented continuous **process improvements**, streamlining workflows and enhancing service experience and engagement.

Education

MBA (PGPX) - Indian Institute of Management, Ahmedabad, India

2025 – 2026

BSV-Mankind (Live Project - Strategy): Led an ecosystem assessment of emerging advanced therapies, evaluating commercial and regulatory feasibility, mapping end-to-end value chains, and prioritizing strategic investment opportunities.

Master of Dental Surgery (Orthodontics) - (HSJIDS) Panjab University, Chandigarh

2016 – 2019

Bachelor of Dental Surgery - Maulana Azad Institute of Dental Sciences, New Delhi

2010 – 2015

Accomplishments

- Awarded a **PGPX Entry Scholarship** by IIM Ahmedabad for merit and distinguished professional accomplishments.
- Received **Certificate of Appreciation** from Chief Medical Officer, Meerut, for exceeding cancer screening and outreach targets.
- Selected as Dental Surgeon (**Merit Rank 295, Top 1%**) through UP Public Service Commission (**UPPSC**) on the first attempt.
- Published **4 scientific papers**, including **2 PubMed-indexed** original research articles, with **13,000+ reads and 46 citations**.
- Achieved **All India Rank 196** in the All-India Dental PG Entrance Examination (2016) out of 25,000+ dental surgeons.
- Awarded a **100% scholarship** for BDS at the prestigious Manipal College of Dental Sciences based on ENAT Merit Rank 230.

Certifications

- Lean Six Sigma Green Belt (KPMG)
- Agentic AI and AI Agents (Vanderbilt University)

Extra-Curriculars

- Elected **PGPX Secretary**, Welfare & Equal Opportunities Committee (158 peers); advanced welfare and inclusivity initiatives.
- Founded and led **Hem Vidya Trust**; drove welfare initiatives and organized **20+ health camps** with disability-focused institutions.