**CHAITHRA**

**Career Objective**

**To continue my career with an organization that will utilize my skills to benefit mutual growth and success.**

**Educational Qualification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree/Exam** | **University/Board** | **Institute** | **Year of passing** | **Score (%)** |
| MHA  (Masters in Hospital  Administration) | Yenepoya University | Yenepoya Medical College,  Mangalore | 2014 | **68.63%** |
| BSc  (Biotechnology, Botany, Chemistry) | Mangalore University | St. Agnes degree College,  Mangalore | 2011 | **87.45%** |
| PUC | Karnataka Board | Sharada PU College,  Mangalore | 2008 | **77%** |
| SSLC | Karnataka Board | Sneha high school, Sullia | 2006 | **88%** |

**Work Experience**

**Organization**: Mphasis an HP Company

**Designation**: Trainee Customer Support Officer

**Duration**: September 2011 to August 2013

**Key Responsibilities**

* Meeting day to day targets of loans processed.
* Maintain systematic record of loans processed.
* Coordinate with different individual (Quality Analyst) and resolve the queries raised in the process.
* Responsible for client SLA, vista

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**IT Skills**

* Operating system- Windows 8.1, 8, Vista 7
* MS Office- 2007-2010

**Project Details**

**Title: Study on waste management practices in a selected private teaching hospital.**

* A descriptive study to understand the waste management practices of medical professionals
* Structured questionnaires with both open and closed ended questions were distributed among nurses, doctors and housekeeping staff
* Observational study was also conducted with the help of checklist.
* Results were illustrated using frequency and percentage.

**Extra-Curricular Activities**

* Served as a member of cabinet in St. Agnes College (2010-2011) as Secretary of Biotechnology.
* Won 1st place in ‘Imprints’, intercollegiate fest in St Aloysious College, Mangalore.
* Poster presentation**: Infection Control Practices** **– Needle Stick Injury** in A J Institute of Medical Sciences.
* Poster presentation: **Innovation In Designing Hospital Facilities- Emphasis on Electrical Safety** in M S Ramaiaha Medical College, Bangalore.
* Designed drug formulary for Yenepoya Medical College Hospital.
* Volunteered in conducting CME’s and conferences in Yenepoya Medial College.

**Declaration**

I hereby declare that all the above information given by me is true to the best of my knowledge. References available on request.