**First Name of Application CV No 1621764**

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 **MISSION STATEMENT**

*Result-oriented individual offering 6 years of diversified experience dedicated to achieving customer satisfaction as well as meeting or surpassing company expectations.*

**PROFESSIONAL EXPERIENCE & SIGNIFICANT ACHIEVEMENTS**

**Samaritan Nursing Home (Administrative Officer), Kolkata, India May,2013 - 21st Jan,2016**

* *Getting tie up with insurance companies, doctors, diagnostic centers and closing the deals.*
* *Schedule personnel, distribute job assignments, and conduct performance reviews.*
* *Ensuring all corporate and local regulations and procedures are met and complied*
* *Analyzing the targets and monthly budgets and strive to achieve the same.*
* *Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve patient’s issues with expediency.*
* *Lead by example in all aspects of customer service*
* Responsible for ensuring a consistently high standard of presentation.
* *Maintaining accurate records of all pricings, and activity reports.*
* *Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry customers researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.*
* *Maintaining all ID and Records of Patients*
* *Reports of Cost to Company & Commission made*
* *Maintaining the daily and monthly attendance sheet for salary*
* *Diversified knowledge in MS Office*
* *Recruiting candidates, Training and Monitoring them as well*
* *Check In & Check Out Patients*
* *Billing and Payments*
* *Maintaining the stock report medicines and medical equipments*
* *Maintenance of Master Sales Report, Cost to Company and Commission to Company*
* *Quality Analysis(Ensure all guidelines are implemented and followed)*
* *Maintaining the weekly and monthly team performance reports*
* *Keen understanding of MIS reports.*
* *Assisting the accounting staff*
* *Administrating the hospital and the employees*
* *Enjoy to take up difficult task, love multitasking.*

**Global Adsorbents Pvt Ltd (Marketing Co‐ordinator) Kolkata, India March, 2013 to April, 2013**

* *Supplying Activated Carbon all over India*
* *Selling products through calls to all states throughout India*
* *Co-ordinating with the marketing manager posted throughout India*
* *Maintenance of Master Sales Report, Cost to Company and Commission to Company*
* *Billing and Payments*
* *Maintaining the stock report*
* *Maintaining the weekly and monthly team performance reports*
* *Maintaining all records of the courier (couriering Activated carbon within India)*
* *Fixing appointments for the marketing executive with the new clients as well as old*
* *Following up with the clients for their further requirements.*
* *Diversified knowledge in MS Office*
* *Finding out new clients( new companies) from Web*
* *Calling and convincing the new clients*

**Bengal Hyundai(Insurance & Registration) Kolkata, India Feb, 2011 to Feb, 2013**

* *Preparing Insurance cover note of the vehicles and applying for the Insurance Policy*
* *Explaining the customers the benefits and the advantages of different insurance plans*
* *Assess customers' needs and help customers choose the right policy that meets their budget and lifestyle*
* *Coordinating with the Insurance company for the Insurance policy and delivering it to customers*
* *Preparing registration forms for the tax token and Vehicle Registration number*
* *Coordinating with Motor Vehicle Officer for the special Registration number as per customer’s choice*
* *Lead by example in all aspects of customer service*
* Responsible for ensuring a consistently high standard of presentation.
* Arranging the Vehicle Delivery ceremony and handing over keys to customer
* Conducting feedback sessions every fortnight

**Source Professionals ( Back Office Executive ) - Kolkata, India – Nov 2010, to Jan, 2011**

* *Quality MIS, Data Entry and Data Extracting from Yellow Pages and White Pages)*

**Explore Tech Call Centre (BPO) Telemarketing Executive Kolkata, India- March,2010 to Jan, 2010**

* *Making International Sales Calls*

**KEY SKILLS**

* *Excellent communication and listening skills.*
* *Uncommon customer service, sales and marketing skills.*
* *Great organization skills and the ability to memorize.*
* *Exceptionally friendly, helpful, polite and patient.*
* *Extremely self-motivated and honest.*
* *Diversified knowledge in MS Office*
* *Basic accounting(Tally ERP-9)*
* *Ability to find solution to problems*
* *Enjoy multitasking jobs*

**EDUCATION & TRAINING**

* Passed CL X Under I.C.S.C Board
* Passed CL XII Under I.S.C Board
* Graduated under C.U(Calcutta University)
* M.A(Master Of Arts) under (IGNOU)

 **PERSONAL DETAILS**

***Nationality: Indian***

***DOB: Dec 27, 1990***

***Marital Status: Married***