**First Name of Application CV No 1624830**

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### I’m having total 9 years of experience in various fields like Customer care / Handling of Front Desk management/supporting for Administrative and HR related works.

As a Team Lead, Client/Patient coordinator & Front Office Management, I am skilled in maintaining office library, which includes cataloging, record keeping, ensuring office is neat, and stocked with necessary tools for functionality, faculty management, email reminders, employees roster, taking care of employee hiring formalities, salary processing, office invoices and financial clearances, Vendor and AMC managements, good Knowledge in MS office, Greeting Customers & Clients, excellent telephone and interpersonal skills.

As of my core education background, I have good knowledge in handling medical assistance to Doctors, counseling and fixing schedules for clients and dealing with their payments. Moreover, implementing day to day business development techniques to ensure business growth.

**ORGANISATIONAL EXPERIENCE:**

**Organization: Tech Mahindra, Hyderabad (India)#**

**Designation** :  **Team Lead**

**Roles & Responsibilities**:

* Managing In and Out bound calls
* Cardiology - ECG analysing
* Coordinating between Doctors and Client
* Maintaining track of Clients undergoing sessions
* Maintaining records and files
* Handling Patients Software (PRM)
* Keeping track of Feedback from the Clients

**Organization: Star Hospital**

**Hyderabad (India)**

**Designation: Senior Cardiology Technician**

**Roles & Responsibilities**:

* Managing In and Out bound calls
* Scheduling appointments
* Coordinating between Doctors and Client
* Diagnostic - Cardiology operating ECG, TMT, ECHO, Holter
* Counseling patients about Pre and Post Operative care
* Assisting Doctor when required in Non-Surgical Procedures
* Handling Patients Software (Practo Ray.com)
* Follow up Calls for Feedback
* Records Maintaining
* Accounts
* Keeping files
* Maintaining Inventory

**Organization: Yashoda Hospital, Hyderabad (India)**

**Designation** :  **Senior Cardiology Technician**

**Roles & Responsibilities**:

* Coordinating between Doctors and Client
* Assisting Doctor

Operating ECG, Echo, TMT & Holter analysing

* Records Maintaining
* Stock Maintaining
* Counseling patients about Pre and Post Operative care
* Handling Patients Software (EMRI)
* Follow up Calls for Feedback

**Organization: Global Hospital , Hyderabad (India)**

**Designation** :  **Cardiology Technician**

**Roles & Responsibilities**:

* Operating ECG, Echo, TMT & Holter analysing
* Emergency Handling
* Counseling
* OP Records Maintaining

**ACADEMIC PROFILE:**

|  |  |  |
| --- | --- | --- |
| **Qualification** | **College / University** | **Year of Passing** |
| Cardiology Certified Technician - International | CCI USA Board | 2015 |
| PARA MEDICAL Cardiology Technician | Princess Durru Shawar hospital & Paramedic Institution | 2003 |
| S.S.C(State Board of Secondary Education) | Regina Carmelli Convent High School | 1999 |

**ADMINISTRATION:**

* Being accountable for maintain Accounts
* Stock
* Taking care of Hospital and Clinic Environments
* Handling of Front Office& HR Related services

**COMPUTER SKILLS:**

* Handling Clients Software (Practo Ray.com) to maintain data for easy tracking
* MS Office, MS Excel - Yellow belt (Quality)
* Maintaining inventory in Tally.ERP9

**PERSONAL SKILLS:**

* Willingness to change and perform under pressure. Flexibility to work in a 24x7 work environment.
* Comprehensive problem solving abilities combined with powerful presentation skills, and a disciplined approach to the task at hand.
* Good Communication skills.
* Good interpersonal skills, result-oriented, smart working with a quest and zeal to learn new technologies and undertake challenging multiple tasks.

**PERSONAL DETAILS:**

Date of Birth : 11/03/1983

Nationality : Indian