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| **C:\Users\user-pc\Desktop\IMAG0843_1_1.jpg** | | |  | **JHARNA**  [**JHARNA.313529@2freemail.com**](mailto:JHARNA.313529@2freemail.com) | |
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| *To secure a strategic and challenging position in an organization where I can practice my skills to contribute in achieving goals of the organization while enhancing my professional capabilities to satisfy the customers with keeping long lasting business relationship.* | | | | |
|  | | **Work Experience** | | | |
|  | | **Guest Relation Executive (Feb 15,2017 up to present)**  **Al Bustan Specialty Hospital, Mussafah, Abu dhabi**  Responsibilities & Duties included:   * Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries. * Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone. * Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays. * Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area. * Maintains patient accounts by obtaining, recording, and updating personal and financial information. * Helps patients in distress by responding to emergencies. * Protects patients' rights by maintaining confidentiality of personal and financial information.   **Sales Representative**  **Uptown Girl Nepal Clothing Store, Nepal**  Responsibilities included:   * Greet customer as they arrive at the store and provide them with information on where their choices of clothes are racked. * Provide suggestions for design and type of clothes according to each customer’s individual style and requirement. * Provide information regarding price of each item and any discount on them. * Make customers aware of special promotions to encourage them to buy additional items. | | | |
|  | | **Receptionist**  **Mega Automobile Maruti Suzuki Pvt. Ltd. , Nepal** | | | |
|  | | Responsibilities Included:   * Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. * Directs visitors by maintaining employee and department directories; giving instructions. * Deal with queries from the public and customers. * Receive and sort mail and deliveries, Monitor and maintain office equipment.   **Assistant Teacher**  **Montessori Kinderworld, Nepal**  Responsibilities Included:   * Supervise student’s activities and assignment. * Assist the teacher by giving lessons for students and assist teacher for making teaching plan. * Prepare classroom display and materials for teaching. | | | |
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|  | | **Education and Qualifications** | | | |
|  | **2011 Bachelors in Business Studies**  Shanker Dev Campus  Tribhuvan University  Kathmandu, Nepal  **2008 Intermediate in Management (+2)**  Siddhartha Higher Secondary School  HSEB  Damak, Jhapa, Nepal  **2006 School Leaving Certificate (S.L.C.)**  Mechi English Boarding School  HMG  Phidim, Panchthar, Nepal  **Additional Courses/Training:** | | | | |
|  | * Basics Computer Course (Microsoft Word, Excel ) * Basics of internet & Email * Accounting package (Tally) * Junior Diploma Course of Early Childhood Education * Internship in Nepal Bank LTD. For 2 months. * Special Course of Mehandi from Mumbai Mehandi Training Center. | | | | |
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|  | **Key Skills:**   * Excellent Communication & Presentation Skills. * Excellent customer service and hospitality skills. * Expertise in sales and marketing. * Native language as Nepali, professional language as English. * Ability to work as a team member and follow direction. * Ability to lead, oversee and supervise the activities of others. * Ability to work under stress and complete task before due date. * Ability to learn quickly and adapt to different Situations. * Careful Observer & keen to small details. * Capable of producing highly organized projects.   **References:** **Available on request.** | | | | |