**Vindesh**

**Vindesh.336298@2freemail.com**

Seeking to position self in Operations/Customer service/Relationship Management where I can utilize my skills, knowledge and experience in the enlargement of organization**.**

#  **Career Conspectus**

* A dynamic professional with over 7 years of experience in Client relationship management and Operations.
* Demonstrated abilities in cementing healthy relationship with the clients for generating business and leading workforce towards accomplishing business and corporate goals.
* Managing teams to work in sync with the corporate set parameters, motivating and training them for achieving business and individual goals.
* An effective communicator with excellent relationship building & interpersonal skills. Strong analytical and problem solving skills. Possess a flexible and details oriented attitude.

#  **Technical Skills**

* Worked on the Departure Control System, E-Ticketing, Altea Check-in System, and Amadeus Reservation System in Airline industry.
* MS Office and Tally
* Worked on CRM system

# **Work Experience**

**Thumbay Hospital, Dubai, UAE Feb’15 – Feb’16**

**(SR Front Desk Associate)**

* Pre-sales and Post-sales analysis of patient’s trends to enhance sales and service management process; gauge impact of marketing promotions.
* Ensure and provide quality service to both external and internal customer
* Patient administration planning, including reviewing patients and medical records.
* Follow-up with new clients during health camps to generate more patients flow and increase existing client networking base.
* Supervise the day-to-day email operation and address customer queries/issues/concern regarding services offered and resolve in accordance with the policy.
* Assist patients in completing the necessary paperwork’s.
* To review and verify patient coverage of insurance and computes the charges payable by the patient and to determine the financial status of patients and their eligibility for health services
* Participate in the organizations quality improvement & safety activities.
* Participate in departmental quality improvement and patient safety programs.
* To participate in staff & educational meetings; handle and manage the continuous flow of information in doctors' offices in the Hospital.

**Qatar Airways – Qatar, Doha Mar’10– May’14**

**(Senior Ground Steward)**

* Interacting with customers and assisting them with boarding the flight.
* Attending the customer’s for In-flight support
* Taking reservations and printing boarding passes
* Verifying Passenger Identification and Check-In
* Baggage handling and Transfer Desk, along with handling security items.

**Trainings and Certifications**

* Safety and Security Awareness
* Dangerous Goods Category 8 & 9
* Supervisory Management skills

**Skill and Procedure Based Trainings attended:**

* Grooming and Passenger handling
* Special Assistance
* One World Alliance training
* One World Frequent Flyer program
* One World Ground services procedures course
* One World Staff Travel procedures
* Emergency Response training
* Reservation and Ticketing

**Key achievements:**

* Best New Comer of the Month,2010
* Employee of the Month,2014
* Appreciation Letter/ Mails from customers towards the service provided.

**Sun Metal Casting – Dubai, UAE Jun’09- Dec’09**

**(Sr. Admin Executive)**

* Preparing Purchase and Sales Contract.
* Implement unit administration and marketing strategies with client networking for boosting sales.
* Analyse and develop presentations related to business.
* Maintaining confidentiality while handling documents, files and papers
* Monitoring the mails and faxes received and assigning it to internal departments for resolution.

**AL Fardan Exchange, Dubai, UAE May’08-May’09**

**(Customer Service Representative)**

* Process money transaction for various countries and assisting customer with opening Bank account for the same.
* Execute Online transaction such as Money Gram, Instant Cash, Ezeetop etc.
* Provide service as Cashier
* Execute Wages as a team member of EWPS(Electronic Wage Payment System)

# **QUALIFICATION**

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| --- | --- |
| **Course Taken** | **Board / University** |
| M.B.A in Human Resource Management | ICFAI University, U.A.E.(2011) |
| BBA (Bachelor of Business Administration) | Gujarat University, India. (2005) |

# **ACADEMIC PROJECTS**

* Functional Report on Vadilal Foods Pvt. ltd(2003)
* Functional Report on Havmor Foods Pvt. ltd (2004)
* Financial Analysis report on Aditya Birla Group Fertilizer Division Ltd.(2004)
* Consumer Awareness of Broadcasting Services in Ahmadabad with reference to Radio Mirchi 91.9 FM (2006)

# **Personal details**

Date of Birth: 9th May 1984

Sex: Male

Marital status: Married

Languages Known: English and Hindi

Hobbies & Interest: Listening music, Travelling and Swimming