**Namrata**

[**Namrata.336437@2freemail.com**](mailto:Namrata.336437@2freemail.com)

**Career Profile**

A team member with a sound working knowledge of good health and safety practice, ready, willing and able to play hands on role in a demanding environment.

Experience in Service & Health Industry. Proven track-record of surpassing targets in challenging assignments by keeping the fellow team members motivated and focused. Trained with use of alternate therapies of healing with hands techniques.

**Education and Training:**

M.D. (A.M.) 2016 IBAM Academy, Kolkata

Pursuing Master’s In Psychotherapy and Counseling, IBAM 2016-2017

B.Sc. Foods and Nutrition - Saurashtra University 2005 ( Gold Medalist )

Training at Jasani Vidya Mandir for Day care Meal of Children age group 2-4years

Training at Diabetic Care Centre for Day Meal and Life style Plans

**Key Skills :**

Certified Therapeutic Consultant & Healing Therapist, Counseling, (Diet and Fitness Trainer)

Reiki Master, Crystal Therapist, Aroma Therapist, Pursuing Clinical Hypnotherapy

­­­­­­­­­­­­­­­­­­­­­­,

**Career History**

Presently working as a Medical Practitioner, Asst. Clinical Psychotherapist and Counselor, Diet and Fitness Care, Rajkot

Execute and Conduct Antenatal Workshops in a team under supervision of Gynecologists

Complied Work Profile :

\* Consultation / Counseling / Health Care Therapy

\* Case Evaluation Counseling / Therapy Planning as Required

\* Diet History and Therapy Planning as Required

\* Interact / Follow up with patients

\* Organize Health Awareness Camps at Corporate and Residential levels

\* Counseling and Conducting Healing sessions / Corporate Stress Management sessions

**Previous** Job Profile **– Reliance Securities Ltd**, Oct 2010 till July 2011

Work profile as described under Reliance Money Ltd.

Company: Reliance Money Ltd ( Rajkot )

Duration: Since October 2007 till January 2009

Designation: Sr. Customer Service Executive

**Job Description:**

**\* Responsible** for achieving the Branch Operations & Customer Service Targets.

\* Effectively Handling entire Branch Operations & Customer queries received through calls and resolving queries within turnaround time (TAT).

\* Ensure that transactions are processed, by way of effective transaction verification.

\* Effectively Handling Query team & Escalated complaints with regard to customer queries..

\* Drive issue resolution and increase TAT performance, quality of tracking.

\* Complete Knowledge of Microsoft CRM and DP Secure for resolving customer queries.

\* Consistent reporting & meticulous follow up with regards to MIS

\* Responsible for Planning, implementation and achieving of operations target

\* Effectively Handling Walk-in customer queries received and ensuring immediate resolution for the query within stipulated service level agreement (SLA) period

**Stock Holding Corporation Of India Ltd**

Duration: Since October 2006 to October 2007

Designation: Project Trainee

**India Infoline Ltd**

Designation: Customer Care Executive

Duration: September 2005 to August 2006

**Personal Details**

**Date of Birth** : 03 December 1983

**Interests :** Listening Music, Painting, Cooking & Baking, Meditation, Yoga, Stray Pet Care Rescue and Help in First Aid with help Of Team of veterinary Team and rescue team members (Volunteer Rajkot )

References available on request