**RESUME**

**SAJNA**

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**OBJECTIVE:-**

* Looking forward to a career where I can share my knowledge and learn with new technologies.
* Looking for a challenging position in a professional and dynamic organization, that promises independent responsibility and linear growth respect.

**EDUCATIONAL PROFILE:-**

S.S.L.C, Plus Two, B.A English Language & Literature

**COMPUTER KNOWLEDGE:-**

DOS, Windows and Internet Applications, MS Office

**LANGUAGES KNOWN:-**

Malayalam, English and Hindi.

**HOBBIES:-**

Traveling and listening to music

**STRENGTHS:-**

* Adaptability to changing environment
* Positive thinking.

## Personal Skills:-

1. Easily adaptable to any environment, able to work under pressure producing the required result.
2. Self-motivated, responsible, confident and poised in interactions with individuals at all levels.
3. Skilled Organizer and Problem Solver with the ability to consider all options before making a decision.

**DETAILS OF WORKING EXPERIENCE:-**

* Worked as a Receptionist cum Office Administrator with “EDU – CARE”.
* Worked as a Tele-Caller with "Smart Solutions".
* Worked as an English Tutor for high school and graduate students.
* Worked and trained in Accentia as Medical Transcriptionist.
* Worked as a “Home based Editor/QA”, total of 7.5 years in working as a “Transcriptionist.”
* Worked as a Guest Relation Executive/Hostess with a 5\* star hotel.
* Working at KIMS Hospital, Thiruvananthapuram as a Medical Secretary.

**PROFESSIONAL EXPERIENCE:-**

**Receptionist:-**

* Welcome visitors, determine nature of business, and direct visitors to suitable employee.
* Answer incoming telephone calls; operate PBX and multi-line telephone system.
* Receive, sort, and route mail.
* Monitor visitor access and issues passes.
* Order, receive, and maintain office supplies.
* Over see maintenance of the reception and waiting area.
* Coordinate customer payments and billing.

**AREAS OF EXPERTISE**

|  |  |  |
| --- | --- | --- |
| ● Correspondence Handling | ● Phone Etiquette | ● Customer Service |
| ● Reception Maintenance | ● Bill Processing | ● Call Forwarding |  |
| ● Log Keeping | ● Reception Cleanliness | ● Event Coordination |  |
| **Telecaller**:-   * The role is focused towards generating revenue for the company by marketing / selling products to customers. * The role also involves maintaining client relationships with the existing clients. * Responding and Conversion of leads into potential accounts.   **Teacher:-** **Manages an organized and professional classroom that is conducive to learning and development.****Fosters a cooperative and respectful partnership with families.****Works as part of a cooperative and diverse team of educators and administrators to carry out the vision and mission of school.****Continues intellectual and professional development.** **Guest Relation Executive cum Hostess**:-   * Greet guests and patrons personally and on the telephone   ● Offer appropriate seating arrangements  ● Present menus and take orders  ● Ensure the quantity of menus is sufficient to cater to the number of guests  ● Relay orders to the kitchen and ensure all orders are filled in a timely and accurate fashion  ● Set up dining rooms and make reservation arrangements  ● Maintain clean and organized tables and work area  ● Assist room service when and as needed  ● Manage event related work including setting up tables and maintaining both exterior and interior of the restaurant |  |  |

**PERSONAL PROFILE:-**

Sex: Female

Nationality: Indian

Religion: Islam

Marital Status: Married

Kid: One

Date of Birth: 29/04/1986

Guardian’s Name: M.H. Farook

**DECLARATION:-**

I hereby declare that all the information given in the Resume is true to the best of my knowledge and belief.

To,

The H R Manager,

Sub: Application for the post of Receptionist/ Front Office Executive/Guest Relation Executive/Customer Service/Teacher/Medical Transcriptionist/ Medical Secretary

Dear Sir,

I am a graduate in English Literature. I would like to apply for the post of this position in your reputed hospital. I have adequate working knowledge in handling these positions. Now, I am working in a good running firm.

I assure you that, if I am appointed in your firm, I shall try to the best of my knowledge & experience for the betterment of the organization. I would appreciate an opportunity to explain my education and background at a Walk in\ Phone in interview. A self-prepared resume also attach with this.

I look forward to hearing from you.