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**GAYATHRI**

**GAYATHRI.364374@2freemail.com**

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 **OPERATIONS MANAGEMENT PROFESSIONAL**

***Offering 11 years of prolific experience****; seeking challenging assignment across the industry*****

**SUMMARY OF SKILLS**

* Qualified **B.Com in Computer Application, India from Angappa College of Arts & Science, India** with experience across **Banking, Business Management, Customer service, Admin, Operations, Retail, Commerce, Transcriptionist, Data Coding, Quality Analyst, and Insurance.**
* Well versed in **tracking market movements and providing analytical advice to the clients to build a strong portfolio** to generate wealth under all conditions. Highly skilled in driving growth of company revenues, turning around the Branch into profit centers and improving performance through innovative initiatives.
* Established **track record in leading and mentoring cross-functional teams in multi-facility environments** in order to maximize levels of productivity.

**Key Strength Areas**

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| **Operations Management** | * Defining service standards and guidelines that serve as benchmark for excellent service delivery thereby contributing towards ameliorated service revenue generation.
* Framing work direction and plan for the associates after thorough assessment of their capabilities.
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| **Relationship Management** | * Identifying improvement areas & implementing measures to maximize customer satisfaction levels.
* Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.
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| **People Management** | * Implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members.
* Leading & monitoring the performance of team members to ensure efficiency in business operations.
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| **Sales Management** | * Planning and conceptualizing various strategies to achieve business goals for sales and aiming towards the growth in business volumes as well as profitability.
* Formulating policies, exploring and monitoring market trends to identify fresh sales opportunities and developing new as well as existent markets.
* Exploring competition information along with tracking and maximizing sales while identifying market share, gauze market dynamics and trends.
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**PROFESSIONAL EXPERIENCE**

**The Indian Public School**  **Feb 2016 – March 2017**

**Administrator/Coordinator**

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* Handling set of day-to-day activities that are related to financial planning, record keeping & billing, personnel, physical distribution and logistics within an organization.
* Coordinating office activities and operations to secure efficiency and compliance to organization policy.
* Supervising administrative staffs throughout the branch and dividing responsibilities to ensure performance.
* Managing Agendas for upper Management.
* Manage phone calls and correspondence (e-mail, letters, board meetings etc)
* Create and update records and databases with personnel, financial, and other datas.
* Submit timely reports and prepare Power Point Presentations regarding Syllabus.

**APOLLO MUNICH HEALTH INSURANCE CO LTD. Dec 2014 - Jan 2016**

**Executive Branch Operations/ Customer Service**

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* Responsible for handling customer service queries and grievances. Handled underwriting approval issue clear with proper QC.
* Provided quote for both travel & health policies to client. Deposited Cash and Cheque on day by day operation.
* Issued Health policies in TAT. Handled internal sales Queries and solving their issues.
* Ensured interaction with customers directly and through mails. Coordinated with the HO UNDERWRITING team for new product & software.
* Provided Training Programs for new joiners for branch process & operations.

**Stanes Infotech Aug 2006 – Jan 2014.**

**Senior Medical Transcriptionist/Editor**

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* Nine (9) years of experience in transcription in Pathology.
* Certified Medical Transcriptionist (CMT) status.
* Knowledge of medical transcription guidelines and practices.
* Excellent written and oral communication skills, including English usage, grammar, punctuation and style.
* Ability to understand diverse accents and dialects and varying dictation styles.
* Ability to operate designated word processing, dictation and transcription equipment and other. equipment as specified. Knowledge of Microsoft Word. Knowledge of PowerPath and EPIC is helpful
* Knowledge of Dragon is recommended/familiarity with voice recognition technology is helpful.
* Ability to work independently with minimal supervision.
* Knowledge and experience transcribing (from training or real report work) in the Basic Four work types: History and Physical Exam, Consultation, Operative Report, and Discharge Summary.
* Demonstrated MT/Editor proficiency in multiple report types and multiple ″specialties″.
* Demonstrated skill in the use and operation of basic office equipment/computer.
* Ability to follow verbal and written instructions.
* Records maintenance skills or ability.

**Professional Skills **

**EDUCATIONAL CREDENTIALS**

**Medical Transcription Trainee – Stanes Infotech**

**DMCE – (Diploma in Child Education and Psychology)**

Vidhyaarthi Training Institute of Child Education, India

**B.Com (Computer Application), 2005**

Angappa College of Arts and Science (Affiliated to Bharathiar University); India

**Technical Skill**

Oracle 8.0, VB6.0, SQL, C++, M.S Office, MS Windows HTML and Internet Application

**Project Undertaken**

“Best Engineers Pumps Pvt. Ltd.,” Coimbatore under the topic “Production Management System” – 2005

**Training Undergone**

Best Engineers Pumps Pvt. Ltd., Coimbatore - 2004

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**Extra-Curricular Accolades:** NSS, actively participated in inter college sports.

**Languages Known:** English, Tamil, and Hindi.

**References: Will be provided on Request.**