 **NERISA**

[**Nerisa.365224@2freemail.com**](mailto:Nerisa.365224@2freemail.com)

**CAREER OBJECTIVE:**

Intend to get myself into a competitive environment to build a career with leading company’s committed and dedicated people, which will further enhance my potentials, thus becoming a competent individual as a part of dynamic organization

**EDUCATIONAL QUALIFICATIONS:**

**Masters in Social Work (MSW)**

Alva’s College of Social Work, Mangalore University

Year of Passing: 2010

**B.A. from Alva’s College,**

Mangalore University

Year of Passing: 2008

**High School and Senior School Level**

Year of Passing: 2005

From Department PUC Education

**Secondary School Certificate (SSLC)**

Year of Passing: 2003

**TECHNICAL QUALIIFICATONS:**

Basic Computer Knowledge of MS word, Office, Excel, PowerPoint and Internet

**EMPLOYMENT RECORD**

**Brillianz Education Institute**

Sharjah, UAE

Customer Relations Executive

* Calls Management: Contact the prospects, create awareness about the programs, convince them about the usefulness of the programs according to their requirement; help them to explore the usefulness of the program in implementing in their career. Attending phone calls from students, their parents and assist them to fulfill their information needs
* Meeting Arrangements: regularly contact with the prospects, enquire about their need and invite them for a face to face meeting with the concern counselor
* Counseling: meeting with the students and their parents for a best option of the course, convince them to the admission
* Documents Collection: collect all the necessary documents from the candidates and make it to the soft form, and keep all the hard copies in the records as per the office administrative system
* Records Keeping: keep all the relevant records both in the soft and hard copy mode and should be made into available when it is needed
* Re-payment Collection: collect all the dues from the customers in respect of their installments

**Ziva Software Private Limited Company**

Bangalore, INDIA

*Technical Operations Engineer*

* Answering the queries of Airtel customer care.
* Helping to find out answer to their queries on online search.
* Answering the queries without much delay.
* Answering the Incoming calls.
* Providing basic information through online for Airtel customer care.

**Vati Private Limited Company**

Mangalore, INDIA

*HR Counselor*

* Answering Develop and execute recruiting plans.
* Coordinate and implement college recruiting initiatives.
* Administrative duties and recordkeeping.
* Post openings in newspaper advertisements, with professional
* Organization and in other position appropriate venues.
* Post positions to appropriate Internet sources.
* Improve the company website recruiting page to assist in recruiting.
* Research new ways of using the Internet for recruitment.
* Use social and professional networking sites to identify and source and candidates
* Build networks to find qualified passive candidates.
* Locate and document where to find ideal candidates.
* Aid public relations in establishing a recognizable “employer of choice” reputation for the company, both internally and externally.
* Communicate with managers and employees regularly to establish rapport, gauge morale, and source new candidate leads.
* Create contacts within industry.
* Attend local professional meetings and membership development meetings.
* Maintain regular contact with possible future candidates.
* Lead the creation of a recruiting and interviewing plan for each open position.
* Efficiently and effectively fill open position
* Research and recommend new sources for active and passive candidate recruiting

**SCS HOSPITAL**

Mangalore, INDIA

*Training Officer cum Receptionist*

* Answer all in-coming telephone calls and taking down message or follow- up and return call
* Route all calls to and from the hospital
* Routinely checks the queue to monitor calls holding
* Distribute change of doctor’s schedule information, appropriately document the change and re-schedule patients as indicated
* Daily admission and discharge of both in –patients and out-patients
* Giving call connection to concerned people and to each counter
* Up-to date maintenance and checking of all the registers a (manual and computer) which your department is keeping
* Replacing of patients name board when change comes
* Answering for enquiries and calls and provide them proper information in a descent way
* Providing ward keys for the person in need
* Recording of room shifting both in manual and computer system
* Providing slip to doctors and recording it
* Collection of receipts
* Advance checking of surgery and informing surgery posting to operation theatre
* Registering punching for new employees joined in the organization.
* Sending medical claim approval to accounts department
* Reference direction (from nurses) to concerned doctor which is given by the concerned authority
* Cash collection of STD booth
* Providing visitors pass
* Giving daily important messages to night staff

**PROFESSIONAL ACHIEVEMENTS AND SKILLS:**

* Participated in International conference on ‘Rural Psychiatry Road Least Traveled’, Nitte, Mangalore on 18th to 20tth September 2009
* Participated in National conference on ‘Human Rights and the Marginalized’, Madras on 23rd to 26th September 2009
* Organized one day University Level Seminar on ‘The Impact of Psycho-Social Factors on Health’, Alva’s college, Moodbidri, Mangalore on 15th September 2009
* Organized 3 days community Camp on issue of ‘Plastic’ at Hosangady Gram Panchayath, Venoor on 8th, 9th and 10th September 2009 and one day Programme on ‘Rights of Women’ Shirthady, Moodbidri, Mangalore on 9th April 2009

**PROJECT WORK :**

Project submitted to Mangalore University on the Topic of a study on attitude of Adolescents towards Homosexuality on 30th April 2010

**PERSONAL INFORMATION**

**Date of Birth :** October 15 1986,

**Place of Birth :** Mangalore

**Nationality :** Indian

**Religion :** Catholic

**Marital Status :** MARRIED

**Visa Status :** Residence (Husband sponsor)

**I hereby declare that all the information provided here is correct to the best of my Knowledge**

Nerisa D’Souza