**Mark**

Email: mark.382366@2freemail.com

**Career Summary**

* Overall 8+ years of experience in **Accounts department**, **Hospital Administration department**, **Purchase & Sales Department** and **BPO** **Organizations**
* Currently worked with **Apollo Specialty Hospital, Bangalore** as a Senior Executive. Involved in billing, administrative and front office assistance departments
* Worked with **Kids Clinic India Pvt Ltd, Bangalore** and **Columbia Asia Hospital, Bangalore**
* Have worked with **Infosys BPO**, **Pune** as a Process Associate
* Experience in working with ERP Software (Care21)
* Good computer knowledge and working experience on MS Office tools (Excel, Word and PowerPoint)

**Work Experience**

**Apollo Specialty Hospital India Pvt Ltd, Bangalore**

Designation: Sr Executive

As part of Hospital administration and accounts department, I am involved in Handling – In-Patients Department, Insurance for claims, Delivery Packages explaining, billing department and Customer Complaints.

* Have received best employee award and also have received various appreciation comments from customers in Google review.

**Kids Clinic India Pvt Ltd, Bangalore**

Designation: Guest relations Executive .

Working In In-Patients Department, OPD complaints & IP complaints

* Preparing Discharge summary & Final Bill and Handling Insurance for claims
* Explaining Delivery packages and Responsible for handling cash
* Working with Life Trenz software

**Columbia Asia Hospital, Bangalore**

Designation: Customer Care Assistant

* Involved in handling Inbound and Outbound calls from customers.
* Experience of working in ERP Software (Care 21) – Handling ERP module
* Responsible for handling cash counters single handedly
* Experience of working in shifts.

**INFOSYS BPO LTD, Pune**

Designation: Process Executive

My Roles & Responsibilities includes:

* Involved in handling Inbound and Outbound calls B2B (from UK)
* Responsible for handling the issues being raised by the customers by connecting with Service engineers thru offline chat

**G.K.Industries, Hubli**

Designation: Accountant cum Computer Operator

My Roles & Responsibilities includes:

* Responsible for handling end to end Billings and Invoice systems
* Extensive experience in handling cash transactions
* Experience in Purchase, Sale and Inventory departments
* Responsible for handling customers issues and concerns

**Education Qualification**

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| --- | --- | --- |
| **Course** | **Year of Passing** | **School/College, University** |
| B.COM | 2010 | Nehru Arts Science &Commerce CollegeKarnataka University |
| P U C | 2006 | Fatima Pre University CollegeKarnataka University |
| S.S.L.C | 2004 | Basel Mission English Medium, SchoolKarnataka University |

**Computer Knowledge**

* Tally ERP 9.0 – Certificate from Tally Academy
* Office Tools: Microsoft Office (Word, Excel, PowerPoint)
* Operating System – Windows

**Personal Details**

Nationality : Indian Date of Birth : 23-05-1986

Gender : Male Marital Status : Married

Father : Benjamin Gundimi Languages (Read/Write) : English, Kannada, Hindi.

Religion : Christian

**DECLARATION**

 I hereby declare that the above information true and correct to the best of my knowledge and belief.

 Yours Sincerely,

 **Mark**