**Swapna**

## 

## Employment History:

### Secretary cum Receptionist

### Al Futtaim Carillion LLC, July 2015 to Present

* Provide office support services in order to ensure efficiency and effectiveness within the Hamlet Office Main Activities
* Receive, direct and relay telephone messages and fax messages, direct the First Nations Members and the general public to the appropriate staff member. Pick up and deliver the mail
* Open and date stamp all general correspondence, maintain the general filing system and file all correspondence. Assist in the planning and preparation of meetings, conferences and conference telephone calls
* Maintain an adequate inventory of office supplies, respond to public inquiries, and provide word-processing and secretarial support. Perform clerical duties in order to maintain Hamlet administration Main Activities.
* Develop and maintain a current and accurate filing system. Monitor the use of supplies and equipment. Coordinate the repair and maintenance of office equipment
* Answer all incoming calls and handle caller’s inquiries whenever possible Re-direct calls as appropriate and take adequate messages when required Greet, assist and/or direct students, visitors and the general public
* Support the Project Director and other staff Main Activities provide administrative services for the Executive Director, perform other related duties as required
* My work is also included as DC (Document Controller), drafting MSRA, SEQ, IRF (Inspection Request Form) & updating it in the Register.

### Customer Service Executive

### Gardens Medical Centre, April 2013 – April 2015

* Greet, attend and ensure customer satisfaction to every patient coming to the respective counter or reception.
* To handle all internal and external telephone calls with courtesy and promptness.
* To schedule and co-ordinate appointments of all doctors in the respective counter.
* To enquire from patient details regarding first visit or follow up, name of the doctor for consultation and whether the patient is covered by insurance.

**Personal Overview**

**Qualification**

* Completed 12th grade
* Knowledge of basic operating

Tools like MS Excel, MS Word,

PowerPoint and Internet Explorer.

**Email Id:** [**swapna.160028@2freemail.com**](mailto:swapna.160028@2freemail.com)

**Current Position**

Secretary cum Receptionist – Present

**Nationality**

Indian

**Languages**

English, Hindi, and Marathi & Malayalam.

**UAE Driving License**:

Expiry- 2027

## Profile:

A suitable position with a reputed organization where I can utilize my education and experience for the optimum growth of the organization as well as personal career growth.

## Employment Synopsis:

July 2015 Secretary cum Receptionist

**La Mer Project- Jumeirah** **EMAL Project- Abu Dhabi**

Apr- 2013- Apr 2015 Customer Service Executive

Gardens Medical Centre

Jan 2011 - Feb 2012 Spa Receptionist

Lotus Hotel & Apts, Marina, Dubai

Apr 2004 - Jun 2008 Sales Executive / Receptionist

Boston clothing corporation,

Cambridge, MA, USA

Oct 2002 - Aug 2004 Cabin Attendant cum Receptionist

Royal Caribbean Cruise Line, USA

May 1997 - May 2002 Receptionist cum Telephone Operator

Tata International Pvt.Ltd,

Mumbai, India

* To feed in OP visit entry details into the computer and ensure that the patient is made comfortable in the waiting area.
* To inform the patient the approximate time of waiting before the consultation.
* To enter the online requisition for the patient’s files to the medical records room.
* To inform the patient regarding follow up dates, if any, specified by the doctor after the consultation.
* To complete billing procedures/ insurance formalities and inform the patient the total bill amount.
* Support cash handling at peripheral counters when and where required.

**Spa Receptionist**

**Lotus Hotel & Apts, Marina, Dubai, Jan 2011 - Feb 2012**

* Receive, direct and relay telephone messages and fax messages.
* Direct the First Nations Members and the general public to appropriate staff member
* Answers telephone system for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages.
* Assist in the planning and preparation of meetings, conference and conference telephone calls.
* Assist in keeping the hotel reception area clean and tidy, at all times
* Excellent Customer Service & communication skills.

**Sales Executive / Receptionist**

**Boston clothing corporation, Cambridge, MA, USA, April 2004 - June 2008**

* Handled all cash and credit card transactions in the store
* Maintains reception area materials (e.g. job applications, newsletters, event calendars, etc.) for the purpose of providing resource information to visitors.
* Performs general secretarial and clerical functions (e.g. scheduling, copying, faxing, data entry, filing, etc.) for the purpose of supporting office operations.
* Frequently opened and closed the store and securing the building
* Processes a variety of records (e.g. student records, transcripts, tutor lists, guardianship packets, etc.) for the purpose of conveying information within District guidelines and regulations.
* Provided each customer with outstanding customer service
* Communicated customer requests to the management
* Maintained orderly appearance of register area and supplies stocked

**Cabin Attendant cum Receptionist**

**Royal Caribbean Cruise Line, USA, October 2002 - August 2004**

* Maintained a professional, friendly and courteous atmosphere providing the Guest a good customer service
* Answers telephone system for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages.
* Responsible for dealing with the passengers accurately and in a professional, proficient manner according to policies and procedures
* Maintains reception area materials (e.g. job applications, newsletters, event calendars, etc.) for the purpose of providing resource information to visitors

**Receptionist cum Telephone Operator**

**Tata International Pvt.Ltd, Mumbai, India, May 1997 - May 2002**

* Greeted and screened all visitors in a professional manner
* Distributed all incoming packages and special deliveries
* Answered incoming phone calls
* Organized calendars and meeting for the company members