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| **C:\Users\user-pc\Desktop\IMAG0843_1_1.jpg** |  | **JHARNA****JHARNA.313529@2freemail.com** |
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| *To secure a strategic and challenging position in an organization where I can practice my skills to contribute in achieving goals of the organization while enhancing my professional capabilities to satisfy the customers with keeping long lasting business relationship.* |
|  | **Work Experience**  |
|  | **Guest Relation Executive (Feb 15,2017 up to present)****Al Bustan Specialty Hospital, Mussafah, Abu dhabi** Responsibilities & Duties included:* Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries.
* Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
* Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.
* Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.
* Maintains patient accounts by obtaining, recording, and updating personal and financial information.
* Helps patients in distress by responding to emergencies.
* Protects patients' rights by maintaining confidentiality of personal and financial information.

**Sales Representative** **Uptown Girl Nepal Clothing Store, Nepal** Responsibilities included:* Greet customer as they arrive at the store and provide them with information on where their choices of clothes are racked.
* Provide suggestions for design and type of clothes according to each customer’s individual style and requirement.
* Provide information regarding price of each item and any discount on them.
* Make customers aware of special promotions to encourage them to buy additional items.
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|  | **Receptionist****Mega Automobile Maruti Suzuki Pvt. Ltd. , Nepal** |
|  |  Responsibilities Included:* Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Directs visitors by maintaining employee and department directories; giving instructions.
* Deal with queries from the public and customers.
* Receive and sort mail and deliveries, Monitor and maintain office equipment.

**Assistant Teacher****Montessori Kinderworld, Nepal** Responsibilities Included:* Supervise student’s activities and assignment.
* Assist the teacher by giving lessons for students and assist teacher for making teaching plan.
* Prepare classroom display and materials for teaching.
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|  | **Education and Qualifications**  |
|  |  **2011 Bachelors in Business Studies** Shanker Dev Campus Tribhuvan University Kathmandu, Nepal**2008 Intermediate in Management (+2)** Siddhartha Higher Secondary School HSEB Damak, Jhapa, Nepal**2006 School Leaving Certificate (S.L.C.)** Mechi English Boarding School HMG Phidim, Panchthar, Nepal**Additional Courses/Training:** |
|  | * Basics Computer Course (Microsoft Word, Excel )
* Basics of internet & Email
* Accounting package (Tally)
* Junior Diploma Course of Early Childhood Education
* Internship in Nepal Bank LTD. For 2 months.
* Special Course of Mehandi from Mumbai Mehandi Training Center.
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|  | **Key Skills:*** Excellent Communication & Presentation Skills.
* Excellent customer service and hospitality skills.
* Expertise in sales and marketing.
* Native language as Nepali, professional language as English.
* Ability to work as a team member and follow direction.
* Ability to lead, oversee and supervise the activities of others.
* Ability to work under stress and complete task before due date.
* Ability to learn quickly and adapt to different Situations.
* Careful Observer & keen to small details.
* Capable of producing highly organized projects.

**References:** **Available on request.** |