



RANJANA VERMA

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ABOUT ME

PERSONAL PROFILE

Date of Birth- 19/08/1987
Marital Status- Married
Proficiency- English, Hindi, Punjabi.
Nationality- Indian.

Professional Summary

Loyal and hard-working with a strong commitment to delivering top quality customer experiences.

Experienced with a proven background in providing support and solving customer complaints.

Excellent communication skills. Seeking challenging position in company with opportunity for advancement.

Dedicated and customer-focused with a successful background in leading highly performing teams to meet or exceed objectives. A tactical and inspiring team builder with experience in training, team development, and delivering excellence.

Self-motivated professional with expertise in technical illustration and post-image capture processing. Demonstrated ability to produce effective instruction material content.

Working with a focus on driving customer satisfaction and expertise in solutions. A highly skilled communicator and team player.

WORK EXPERIENCE

LLH HOSPITAL
Abu Dhabi
Nov 2016 - Present

LLH HOSPITAL
Abu Dhabi
Sep 2015 - Oct 2016

LLH HOSPITAL
Abu Dhabi
Jul 2011 - Aug 2015

●10 Years Working Experience in United Arab Emirates.

Department of pharmacy (LLH Hospital)

- Front office executive in pharmacy under insurance approvals.
- Having good knowledge of brands available in store, as well as molecules.
- Taking approvals of medicine in various range of insurance card with separate portal online.
- Ability of handling drug store, especially maintaining monthly stock.
- Good experience of medicine such as tyre1, tyre2, tyre3 as well.

Front office executive (LLH Hospital)

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside, I can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.
- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Informs visitors by answering or referring inquiries.

Assistant Patient Care (LLH Hospital)

- As a assistant Patient care in different departments (internal medicine gynaecology, orthopaedic, ent, medical and surgicl.
- Good Knowledge of ICD and CPD CODES.
- Good knowledge of all types of insurance cards (currently running in U.A.E)

Goal-focused with extensive experience in busy office environments. Highly skilled at developing client relationships, diplomatically resolving issues and conflicts, and improving client retention and loyalty.

Demonstrated ability to work flexible shifts and complete all job duties and requirements. Strong commitment to safety with extensive knowledge of emergency and distress protocols.

Strongly focused with the ability to complete tasks accurately in a fast-paced environment with conflicting deadlines.

Driven to achieve the best results for customers.

SKILLS

- PERSUASIVE SPEAKING SKILLS
- EMPATHY
- ABILITY TO USE POSITIVE LANGUAGE
- CLEAR COMMUNICATION SKILLS
- SELF-CONTROL
- PATIENCE
- EFFECTIVE LISTENING
- ATTENTIVENESS
- TIME MANAGEMENT
- KNOWLEDGE
- COMPUTER SKILLS
- MICROSOFT WORD, EXCEL, POWER POINT, BROWSING.

SGL HOSPITAL
Punjab (India)
Jun 2010 - May 2011

- Responsible for the assessment of care needs, and the development of programs of care, implementation and evaluation of patients having cardiac problems.
- To ensured patients' physical, social and psychological needs by maintaining an individual patient care system, evaluation and updating as necessary.
- To Provide high quality patient care.
- To Co-ordinate activities within a designated area, such as patient admission and discharges
- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Informs visitors by answering or referring inquiries.

Staff Nurse
Job Responsibilities: -

- Responsible for the assessment of care needs, and the development of programmes of care and/or the implementation and evaluation of patients having cardiac problems.
- To ensured patients' physical, social and psychological needs by maintaining an individual patient care system, evaluation and updating as necessary.
- To Provide high quality patient care (including those with complex needs) within Anaesthesia and Recovery, and Acute Pain Service.
- To Co-ordinate activities within a designated area, such as patient admission and discharges.

EDUCATION

SGL NURSING COLLAGE
Jalandher (Punajb)
2010

- Bachelor of Science**
- General nursing and midwifery (Diploma 3years, six months) From Baba Farid University of Health Science (India).
 - Registered with Punjab Nurses Registration Council.

PUNJAB SCHOOL EDUCATION BOARD
Jalandher (Punjab)
2005

- 10+2 From Punjab School Education Board (India)