

REENA SAPITHA DSOUZA



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### GOAL:

I am seeking an opportunity to build my career in the field of information technology and new technologies, to contribute it extensively for the growth of the organization and intern enhance my career growth.

### SELF ASSESSMENT :

- Highly optimistic and never give up attitude.
- Able to work independently or with a team of like-minded professionals.
- A quick learner and eager to contribute to the progress and wellbeing of the company.
- Ambitious and punctual.
- Ability to work in all type of environments
- Excellent interpersonal and communication skills.

### TECHNICAL COMPENTENCIES :

- Good knowledge in MS WORD, MS EXCEL, MS POWERPOINT.
- Efficient in internet.
- Good written and oral English skills

### WORK EXPERIENCE:

- **HOLYSPIRIT HOSPITAL(ANDERI –EAST,MUMBAI)**

Designation: Customer Executive Cum Front desk Receptionist

Duration: September 2017 to May 2020

#### Job Description:

- Greet visitors
- Answering incoming calls
- Answers questions from patients and visitors regarding test schedules and medical care
- Bar coding the IPD patients samples
- Dispatching the IPD patients' blood reports

- Typing the reports like, biochemistry, histopathology, cytology, immunochemistry, clinical reports
  - Checking the pending list
  - Helps patients in distress by responding to emergencies.
  - Protects patient's right by maintaining confidentiality of medical, personal, financial information.
  - Collecting the OPD patient's history.
  - Processing forms
  - Providing information and maintaining detailed records and files
  - Communicates with other hospital divisions
  - Welcomes visitors in person or on the telephone
  - Provides information by answering question and requests.
  - Receiving and sorting daily mail.
  - Transfer calls
  - Schedule appointments
  - Order and Stock office supplies
- **HOLY FAMILY SCHOOL (KUMBALA, KERALA)**  
 Designation: Computer teacher cum Office Assistant  
 Duration: June 2014 to March 2016

**Job Description:**

- Teaching the students and learners to use computers
- Designing and developing appropriate computer instructional material
- Managing and monitoring students behavior
- Initiating and implementing systems, procedures and other students management issues
- Conducting group training sessions
- Integrate special lesson plan with core academic curriculum
- Attending parent- teacher and faculty conference
- Downloading important software updates and maintain hardware
- Observing and managing classroom dynamics

- **ST.MARY'S HIGH SCHOOL (BELA,KERALA)**  
 Designation: Computer teacher  
 Duration: June 2013 to March 2014

**Job Description:**

- Observing and managing classroom and computer lab dynamics
- Invigilating and grading projects, quizzes, and examination
- Ensuring that the computer laboratories remain free from food and drink at all times.
- Tracking and communicating student's advancement throughout the course.
- Conducting the activities

- **CMS INFOTECH (MANGALORE)**  
 Designation: Counselor

Duration: Jan 2013 to June 2013

**Job Description:**

- Attending the phone calls
- Counseling the students about the courses offered by institution
- Managing the office files

**EDUCATION:**

- Human Resource Management (HRM)
- BCA (Bachelor of Computer Administrator) from Amritha college, Padil, Mangalore
- PUC (10+2) - (Pre University Course) from Kerala Educational Board.
- High School Graduation (10+) (SSLC-Secondary School Leaving Certificate) from Kerala Educational Board.

**PERSONAL DETAILS:**

- Languages known : English, Kannada, Hindi, Konkani, Malayalam, Tulu
- DOB : 12-1-1989
- Sex : Female
- Nationality : Indian
- Marital status : Single
- Passport number : L1608432
- Visa expiry date : 25-8-2021
- Hobbies : Listening music, Watching TV, Singing, Dancing

**DECLARATION:**

I hereby vouch that the above information is true to the best of my knowledge.

**PLACE:** Dubai

**DATE:**

**(Reena Sapitha D'Souza)**