

INDIRA. S.

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OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

KEY SKILLS

- Strong organization skill and good time management.
- Good learning , Problem solving and strong execution ability
- Resourceful, Energetic, Competent, Multitask and results oriented.
- Strong interpersonal skill and ability to work in stressful environment.
- Solution oriented approach with excellent relationship and management skills.

PROFESSIONAL EXPERIENCE

Ascent ENT hospital and medical centre

February 2016 - April 2021

HR Assistant / Reception In charge

- Maintaining employee records and payroll.
- Administering tests and organising training for employees.
- Assisting during the recruitment process and conducting orientation for new staffs members.
- Organising meetings between management and employees.
- Providing new employee orientation, leadership training, personal & professional development and managerial training.
- Managed patient, appointments, prepared invoices and ensured timely collection of payments.
- Making follow-up with staffs for duties and responsibilities of patient care.
- Greeting customers in friendly and professional manner.
- Answering telephonic and email enquires in a timely manner.
- Registration process of out and inpatients.
- Priorisation of patient needs & work demands.
- Handling to calm, irritate, anxious or grieving customers.
- Prepared discharge summaries of each surgeries.
- Maintained effective working relationships with patients and publics.

Grand Hyundai**June 2014 - May 2015****Front office / Floor manager**

- Greet clients and set a positive office atmosphere.
- Organize and maintain files & records; update when necessary.
- Answer the phone, take message and redirect call to appropriate office.
- Accept the vehicle with customer comments and allocated to each service advisors.
- Preparing the job card of each vehicle according to service advisor support.
- Follow up with the workshop team to complete the job in the committed time.
- Prepare quotations and estimate.
- Documentation & management.

Kerala State Electricity Board**August 2012 - April 2014****Senior Assistant**

- Prepare and maintain each consumer electricity bills.
- Prepare and processing each bill through government software.
- Approval of concerned bills.
- Handled of cashier duty as an one required.

Al- Ameen Central School**June 2011 - March 2012****Computer Teacher**

- Planning, preparing and delivering lessons.
- Preparation of activity report of each class.
- Preparing lesson plans and educating students at all levels.
- Assigning homework, grading test and documenting progress.

ACHIEVEMENTS

- Completed computer software and networking program using java script, c & c++ languages.
- Completed a project in java script entitled "Travel and Tourism" done from India Options pvt ltd, Thrissur, Kerala.
- Organized in various camp programs in ascent hospital and medical centre.
- Organized committee of ascent academic temporal bone workshop.

QUALIFICATIONS

- **Bachelor of Computer Application- 68%**, (Madras university- 2011)
- **Diploma in Indian & Foreign Accounting- (B Grade)**, (G Tec computer education – 2010)
- **HSE - Computer Science - 74%**, Board of Higher Secondary Examination – 2008
- **SSLC - 80%**, Board of Public Examination – 2006

PERSONAL DETAILS

Date of Birth : 29/05/1991
Marital Status : Single

Nationality : Indian
Passport No. : T8893069
Visa Status : Visiting Visa

LANGUAGES KNOWN

• English, Tamil, Malayalam

DECLARATION

I hereby declare that the above mentioned information is authentic to my knowledge and belief.