



# ANILAMMA. K.B

## GUEST RELATION EXECUTIVE

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### WORK EXPERIENCE

- **FRONT OFFICE EXECUTIVE AT RENAI MEDICITY HOSPITAL (2019 DEC - 2020 MAY)**
- **FRONT OFFICE CUM TELECALLER AT CRUST N CORE EDUCATIONAL CONSULTANCY SERVICES (2018 JUNE - 2019 OCT)**
- **TRAINEE IN PATIENT COORDINATION (2015 FEB - 2015 MAR)**



Al Ghubaiba, Dubai, UAE



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### DUTIES & RESPONSIBILITIES:

- **ANSWERED TELEPHONE AND EMAIL ENQUIRIES AND REDIRECTED THE CALLS AND EMAILS AS NECESSARY**
- **PROVIDE FRONT END RECEPTION BY GREETING THE CLIENT**
- **RECEIVING AND PROCESSING ALL INCOMING AND OUTGOING CALLS AND EMAILS**
- **WORD PROCESSING CORRESPONDENCE, REPORTS AND DOCUMENTS WHEN REQUIRED USING MICROSOFT WORD.**
- **BOOKING AND MAINTAINING ROOM FACILITIES FOR PATIENTS**
- **RESPONSIBLE FRONT OFFICE ADMINISTRATION.**



## EDUCATION

- MASTER OF PUBLIC HEALTH (MPH) FROM MAHATMA GANDHI UNIVERSITY(2014 -- 2016)

SCORE: FIRST CLASS

- BACHELOR OF COMPUTER APPLICATION FROM MAHATMA GANDHI UNIVERSITY(2010- 2013)

SCORE: FIRST CLASS

- BOARD OF HIGHER SECONDARY EDUCATION KERALA (2008 – 2010)

SCORE: 75%

- SECONDARY EDUCATION

SCORE: 78%

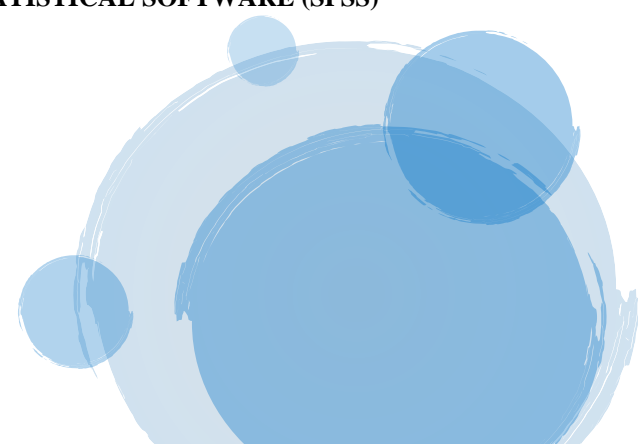
## STRENGTHS

- ABLE TO WORK UNDER PRESSURE OF DEADLINE
- DYNAMIC AND HARDWORKING
- LOVE TO TAKE RESPONSIBILITY AND WORK IN A TEAM
- MOTIVATIONAL SKILLS TO ACHIEVE THE TARGETS
- LEADERSHIP SKILLS & CONVINCING SKILLS

## LANGUAGES KNOWN

ENGLISH , HINDI, MALAYALAM , TAMIL

## SKILLS

- KNOWLEDGE IN HOSPITAL MANAGEMENT SOFTWARE(TiaNuMR)
  - EXPERIENCED IN STATISTICAL SOFTWARE (SPSS)
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### CONFERENCES ORGANIZED AND ATTENDED

- ORGANISING MEMBER OF MEDALLION 2016. THE TWO – DAY INTERNATIONAL CONFERENCE ON “ CURRENT TRENDS IN PUBLIC HEALTH AND HOSPITAL ADMINISTRATION “ CONDUCTED BY MAHATMA GANDHI UNIVERSITY
- ORGANISING MEMBER OF MEDALLION 2015
- ATTENDED IIPHC 2015, THE INTERNATIONAL PUBLIC HEALTH CONFERENCE

### AREAS OF INTEREST

- ADMINISTRATION
- CUSTOMER /PATIENT RELATIONS
- HUMAN RESOURCE MANAGEMENT
- FRONT OFFICE ADMINISTRATION

### EXPECTATIONS

A GOOD WORKING ATMOSPHERE WHERE I CAN DEVELOP MY ABILITIES AND GOOD KNOWLEDGE TO BE PART GOOD TEAM TO PUT MY FULL POTENTIAL FOR THE GOODWILL AND PROSPECTS OF THE ORGANIZATION.


### EXTRA CURRICULAR ACTIVITIES

I WOULD LIKE TO SOCIALIZE MAKING FRIENDS WITH NEW PEOPLE AND COMMUNICATE WITH THEM TO SHARE IDEAS AND VIEWS

### PERSONAL DETAILS

NAME : ANILAMMA KB  
FATHER'S NAME : N BABU  
SEX : FEMALE  
DATE OF BIRTH : 26/03/1993  
NATIONALITY : INDIAN  
RELIGION : HINDU  
MARITAL STATUS : MARRIED

PASSPORT NO : V5014544  
DATE OF ISSUE : 07/12/2021  
DATE OF EXPIRY : 06/12/2031  
PLACE OF ISSUE : COCHIN KERALA  
COUNTRY : INDIA





## DECLARATION

**I HEREBY DECLARE THAT THE DETAILS ABOVE FURNISHER ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.**

**PLACE: DUBAI, UAE**

**ANILAMMA KB**

