

PERSONAL PROFILE

A well-presented individual able to lead teams with an ambition to be a great manager of future, passionate and fully aware of all aspects in employee management, training, customer service. As inspirational leader having the willingness and looking forward to get into management position to develop and explore my leadership skills.

EDUCATIONAL QUALIFICATIONS

- MBA International Business | University of Greenwich, London, UK | September 2018 – November 2020
- B.SC. Information technology | KG College of Arts and Science, IN | April – 2017
- HSC / Twelfth Grade (Biology) | Vidyaa Vikas Matriculation and Higher Secondary School, IN | May – 2014
- GCSE / Tenth Grade | YWCA Matriculation and Higher Secondary School, IN | May – 2012

CAREER

- SELLER SUPPORT ASSOCIATE – Sutherland Global Services, Chennai, IN | June 2021 – November 2021

Providing support to Amazon Sellers with marketplace such as US, Canada and Mexico. Solving their queries, handling seller's account internally, educate them on seller central page and maintaining good rapport with the sellers. Tools used – Amazon Workspace (AWS)

- ADMINISTRATOR – Covid19 Vaccination Centre, London, UK | December 2020 – March 2021

Involved in administration with the hospital and vaccine center fetching confidential details for the purpose of entering their vaccination get synchronized with their primary care records with NHS. Organizing the clinic according to the appointments booked for the day. Recognizing and understanding patient's barrier and handling with care.

- SENIOR ADMINISTRATOR & TRAINER – Salisbury Avenue Surgery, London, UK | February 2020 – March 2021

Organizing medical appointments by valuing patients request according to their health condition. Solving patient's day to day queries, triage by explaining the system. Specialized in repeating prescriptions to our registered patients following NHS & CCG guidelines and surgery's protocol, amending the medication changes in EMIS web suggested by the hospital/consultants. Managing difficulties in communicating with patients from different health condition - physically & mentally, various countries/regions and different languages.

- ASSISTANT MANAGER – Yaal Restaurant, London, UK | October 2019 – September 2020

Responsible for the day to day running of the restaurant, working alongside the team to achieve the target. Managing the first impressions of the brand. Setting objectives, policies and procedures. Monitoring the appearance, standards, performance of all staff members and conducting regular staff review meetings. Maintaining the good communication for the betterment of the team.

- WAITRESS – Yaal Restaurant, London, UK | February 2019 – September 2019

Strong customer service skills including assessing customer needs, adhering to quality standards, providing customer satisfaction, and making the proper adjustments or corrections.

- CREW MEMBER – McDonald's Cutty Sark, London, UK | December 2018 – March 2019

Resolved customer's complaints quickly and efficiently. Provided the customer satisfaction in all ways possible and friendly approach. Worked in kitchen as well, maintained the time frame for assigned duties.

- PAGINATOR & PROOF READING – Personiv, Coimbatore, IN | Sept 2017 – May 2018

Multi-tasking in setting a page using the ad, listings, and designing page layout for the purpose of customer in yellow page directory. Proof checking before the shipment of books. Achieved zero percentage of error markings.

REFERENCE - AVAILABLE UPON REQUEST.