



ANITA J. TURNER

Executive Secretary | Front Desk

OBJECTIVE

Currently, looking ahead for a better employment prospects in an open, friendly & professional environment, where ideas are shared & opportunities are seized.

CONTACT

PHONE

+971 581223650
+91 9833285687 (India)

EMAIL

anturner@gmail.com

CITY

Muscat, Oman

PERSONAL INFORMATION

Date of Birth : 28/05/1972
Nationality : Indian
Gender : Female
Marital Status : Married

LANGUAGES



English

read, write & speak



Hindi, Konkani & Marathi

read, write & speak



Arabic

Basic speak

PROFILE

As a versatile and detail-oriented candidate with organizational efficiency and adaptability to learn quickly in high pressure and fast-paced environment, with 28+ years of experience as an Management, Executive Secretary, Front Office Executive and Telephone Operator etc. I am seeking a position that will maximize my experience in Secretarial, & Customer Service, and administrative duties, and also a position that will push me to improve my skills. Looking for a job that will challenge me and provide an atmosphere where I will grow, learn more in any function that is offered to me.

WORK EXPERIENCE

- 5+ Years** **TELEPHONE OPERATOR – OPERATIONS**
With Aster Al Raffah Hospital, Al Ghubra, Muscat
Duration : May 2016 - October 2021
- 2 Months** **EXECUTIVE SECRETARY**
With M/s. Civil Contracting Company (Civilco) LLC, Muscat
Duration : May 2014 - June 2014
- 8+ Years** **FRONT OFFICE EXECUTIVE CUM OFFICE ASSISTANT**
With M/s. Ashwini Traders., Mumbai (Group Company of Radhalakshmi Cotton Pvt. Ltd.) - Cotton Merchants
Duration : Nov. 2004 - May 2013
- 10 Months** **TELEMARKETING EXECUTIVE**
With M/s. Malayala Manorama, Mumbai
Duration : Jan. 2004 - Oct 2004
- 6+ Years** **FRONT OFFICE EXECUTIVE**
With M/s. Pagepoint Services (India) Pvt. Ltd., Mumbai
A Motorola Inc. Joint venture
Duration : July 1996 - Aug 2002
- 1+ Years** **SENIOR ASSISTANT**
With M/s. Karvy Consultants Ltd. (In Investor Relation Centre), Mumbai
Duration : Feb 1995 - July 1996
- 1+ Years** **FRONT OFFICE EXECUTIVE**
With Textrade Exports (India) Pvt. Ltd., Mumbai
Duration : Oct 1993 - Jan 1995
- 1 Years** **FRONT OFFICE EXECUTIVE**
With M/s. Sachin Builders & Developers, Mumbai
Duration : Oct 1992 - Sept. 1993

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EDUCATION



Bhavan's College, Mumbai
Higher Secondary School, India

Mumbai

St. Blaise High School, Mumbai
Secondary School Certificate, India

Mumbai

STRENGTH

- § Self motivated
- § Team player
- § Adaptable to any work environment
- § Always positive
- § Learner
- § Dedicated to task

INTEREST



Reading



Traveling



Music

COMPUTERS

Ms - Office
Photoshop
Email / Internet

REFERENCES

Will be provided on Request

ADDITIONAL QUALIFICATION

30
March
2021



- Completed a course in Manual & Electronic Typewriting
- Telephone Operating course completed with First Class
- Diploma in Beauty Culture, Therapy & Hair Dressing through Laxmi Beauty

AN OVERVIEW ON KEY ROLES & RESPONSIBILITIES

- Attending Patient calls, Patients complaints, Cancellation of Doctors OPD appointment during emergency, Connecting the patients to the concern department related to Insurance approval, Doctors, MRI, Physiotherapy dept. Radiology, Lab and Pharmacy, etc.
- Opening doctors schedule & blocking for the full year.
- Fixing of Patients appointment with Doctor etc. also office routine work, Reminding visiting doctors to the patients.
- Maintaining record of the missed calls received from patients and calling them Back.
- Maintaining correspondence file for follow-up with customers
- Attending Telephone calls at the reception / faxes / couriers
- Taking care of Directors / Managers Travel booking, Air Tickets, Hotels, etc.
- Drafting of letters, Email, fax, filing of documents
- Handled customer's grievance (Investor Relation Centre), Patients
- Preparing of provisional invoice, bill statement's, debit note, credit note (Worked on Tally 9)
- Handling petty cash, preparing vouchers, etc.