

HASITHA.T.S

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Objectives

To work in a competent environment in an esteemed organization where my knowledge & skills can be enhanced & best utilized for the growth & development of the organization in turn fostering self growth.

Professional Experience

Duration : April 2007 – 30.06.2016

Organization : Amrita Institute of Medical Science and Research Centre, Edappally, Kochi

Designation : Senior Public Relation Assistant

Duties & Responsibilities

- Continual monitoring of all the incoming and outgoing communications and updating of enquiry database.
- Customer care and Support with an effectively maintained feedback system monitored by board of directors.
- Manage and Maintain the Accounts in daily, weekly & monthly basis and report to the central account department.
- Coordinate and attend internal periodic meetings to resolve the potential issues raised by customers as well as colleague.
- Understands the Customer issues and attend the situation with the guidance of head of the Department
- Monitor and ensure that the requirements of high availability are in place for the environment
- Maintain information system.
- Maintains the documents & joining reports of all faculties and staff.
- Ensure proper guidance & assistance to the customer in coordination with team members and validate the customer's satisfaction.

Communication

- Listens to others and accepts input from team members.
- Clearly articulate ideas and thoughts verbally.
- Relays relevant IT-related information to the Department in a timely manner.

Leadership

- Displays a positive attitude
- Demonstrates flexibility in day-to-day work.

Teamwork

- Establishes harmonious working relationships with team members.
- Appreciates each team member's contributions and values each individual member.

Professional Qualifications

- **Master of Computer Applications (2012)**
Under Indira Gandhi National Open University distant education programme.
- **Post Graduate Diploma in Computer Application (2011)**
Under Indira Gandhi National Open University

Academic Project

Web based

LUCKNOW Tourism (*MCA Final Year Project - Individual*)

Tools and Platform used

Development Environment:

OS : Windows 2000 or higher

Front End : ASP.NET

Back End : SQL Server 2000

Developer Tool : Visual Studio .NET 2005

Description:

In this project a website is designed for empowering hotel industry by promoting tourism in Lucknow. The site is fully managed by web admin providing some privileges to the members. The user can view the information about the hotels viz. rooms available, online booking etc. through the site. Microsoft SQL Server is used as back-end tool

STUDENTS INFORMATION SYSTEM (*MCA mini Project – Team*)

Role: Design the project and Documentation

Development Environment:

OS : Windows.

Platform : Java.

Database : My SQL.

Description:

In this project students can share their thoughts and data's. Each students have their own username and password

Educational Qualification

- **Graduation (B.Sc Botany)** from Mahatma Gandhi University, Kerala, India (S.N.M.College ,Maliankara, Ernakulam – 2006 Batch)
- **Plus Two – VHSE** from Vocational Higher Secondary Board, Kerala, India (GVHSS Njarakkal, Ernakulam, 2003 Batch)
- **S.S.L.C – 10th** from Board of Public Examination, Kerala, India (LFHS Njarakkal, Ernakulam - 2001Batch)

Computer skills:

- Programming languages : java, dot net , php
- Operating systems : windows and higher
- Packages : Microsoft office
- RDBMS : Oracle , MS-SQL Server

Areas of Interest

- ❖ Interested in html Programming
- ❖ Web Projects
- ❖ Customer care & Supervision

Projects and Achievements

- A Project in Rhydo Technologies Kacheripady. (Secure File Transfer using Q.R.Code in ASP.net, C#, SQL Server 2008)

- Final MCA project in Chips Software System (Lucknow Tourism in ASP.net)
- Mini project in Chips Software Systems Pvt. Ltd. (Students Information System in Java)
- Participation in State Level Conference on “**Bio-diversity and Bio-conservation in the context of Kerala: Role of Plant Taxonomy**” at St.Teresa’s College Ernakulam on 26th November 2005.
- Participate in Financial Accounting from SITD (6 months) and DTP (3 months)

Personal Skills

- Logical and analytical approach to problem solving.
- Good verbal and written communication skills
- Ability to deal with people
- Willingness to learn team facilitator hard worker
- Excellent group working.
- Result orientation, ability to get things done under any circumstances.
- Ability to get along with people at every level of organizational hierarchy.
- Strong enough to work for long time.
- Excellent customer service and research skills
- Disciplined & good etiquette.

Personal Details:

Name	: Hasitha.T. S
Date of Birth	: 31 st May 1986
Sex	: Female
Marital Status	: Married
Father’s Name	: Soman .T. R
Languages Known	: English, Malayalam and Tamil
Nationality	: Indian
Passport No	: K 0393825 Exp: 08.04.2022
Salary	: Negotiable
Type of Employment	: Full time

Declaration:

I hereby declare that the above furnished details are true and correct to the best of my knowledge and belief.

Place: Kochi

Date:

Hasitha. T. S