# SOUMITHRA.P.S

***Mobile No:0091- 8089933015***

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**OBJECTIVE**

Customer relation experience of 2 years and sales and administration experience of 2 years, Seeking to hire with my proven track record in team building for a suitable position.

**Experience :**

1. Worked with **Kims Hospital, pathadipalam,cochin**  as **CRE**  **(2016-2018)**

**Responsibilities:-**

* Welcome customer / patients as they arrive at the CSR counter and inquire into how they would like to be assisted.  
   Provide necessary information regarding the facility’s services and doctors’ availability.  
   Obtain necessary patient information such as medical histories and insurance information and ensure that it is properly processed and recorded.  
  Contact insurance companies to verify coverage and benefits and provide doctors with feedback on coverage and copays.  
  Assist patients in understanding how their insurance coverage works and calculate and present copays.
* Monitor call status for responses from various departments to ensure that call returns are done in a timely manner.  
  Follow-up with callers within a specified period of time (24 hours usually) to ensure customer satisfaction.

1. Worked with **Bharti Airtel LTD**  as **sales & Adminisration** **(2015-2016)**

**Responsibilities:-**

* Organized and able to process orders via email or phone.
* Detailed thinking, checking for data accuracy in orders and invoices.
* Excellent communication and customer service skills enabling you to successfully contact clients to obtain missing information or answer queries.
* Collaborative skills needed to liaise with the Logistics department to confirm timely deliveries.
* Clerical skills to provide and update sales and customer records.
* Computer skills to generate monthly sales reports.
* Willingness to convey key feedback from customers internally.
* Commitment to meeting or exceeding sales targets, reporting any deviations.
* Commitment to staying informed regarding new products and features.

1. Worked as **Telecaller cum Customer Relation Excutive** in **Bharti Airtel LTD**  **(2013-2015)**

**Responsibilities:-**

* Contact potential or existing customers to inform them about a product or service using scripts
* Answer questions about products or the company
* Ask questions to understand customer requirements and close sales
* Direct prospects to the field sales team when needed
* Enter and update customer information in the database
* Take and process orders in an accurate manner
* Handle grievances to preserve the company’s reputation
* Go the “extra mile” to meet sales quota and facilitate future sales
* Keep records of calls and sales and note useful information
* Daily and monthly reports to the manager
* Recorded and informing competitors activities to the management
* Collections of the outstanding, conducting on time promotional activities.
* Keeping healthy relationship with the customer

**Academic Profile**

BA English , Data Entry plus Office Automation,

DCA,

**Extra Curricular Skills**

* Excellent interpersonal relationship.
* Dynamic, industrious and result oriented.
* Strategic thinker.

**Personal Profile**

Father’s Name : P. K. SUSEELAN

Nationality : Indian

Date of Birth ` : 06-08-1992

Sex : Female

Marital Status : Single

Languages Known : English, Hindi, Malayalam

Computer Knowledge : MS Office, Internet & E-mail.

Hobbies & Interests : Badminton, Music

**Reference:**

1. Jithesh N S

Sales Manager

Bharti Airtel LTD

Ph +91 9633807001

2 Praseeda V R

Guest Relation Cordinator

Kims Health care Management

Ph +91 9446400770

**Declaration**

I, SOUMITRA , hereby declare that all the above mentioned facts are true to the best of my knowledge & belief.

Place **:** Edappally

Date : 10-3-2018 SOUMITHRA.P.S