

Aneena Rony

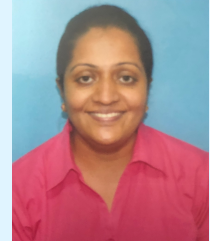
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Summary

Seeking a challenging position in a health service organisation where I can contribute to its growth through application of my knowledge and skills to the fullest



Work History

BRANCH COORDINATOR

STAR IMAGING PVT. LTD / Sept 2009 – PRESENT

- Review company policies on a regular basis for better revenue generation and customer satisfaction.
- Conduct Customer feedback analysis for Better Customer Satisfaction.
- Manage review analysis on a daily basis.
- Conduct conference calls across different centers of the company.
- Assist doctors in the pathology department and prepare pathology reports.
- Preparing all types of MIS Reports using proprietary software namely "ITDOSE"
- Conduct training sessions for new hires.
- Mentor new hires within the organization.
- Coordinate patients' services needs

MANAGEMENT EXECUTIVE

HEALTH CHECK DIAGNOSTIC CENTRE / July – Aug. 2009

- Handling incoming calls and queries.
- Preparing all types of MIS Reports using proprietary software namely "LABMATE"
- Handling Customer feedback for better customer satisfaction.
- Train & mentor new hires across different centres of the company.

SENIOR CUSTOMER CARE EXECUTIVE

DISH TV / 2006 – 2009

- Handling incoming calls and queries.
- Answer intra-centre queries via emails.
- Acting as Assistant Team Lead in the absence of Team Leader.

Key Skills

- Excellent Interpersonal Communication Skills
- Excellent Patience Relationship Skills
- Customer Relationship Management
- MS Office applications
- Good knowledge and use of MIS software

Key Personal Characteristics

- Highly dedicated and loyal
- Team player

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BACK OFFICE EXECUTIVE

IMRB (Indian Market Research Bauru) / 2005 - 2006

- Conducted market research calls by calling new airtel customers and recording the feedback on various matrices.
- Specialised and language specific calls were made to new subscribers from state Kerala.
- Duly filled up the questionnaire provided to us by the operations team and gather all information, compiled in it the order advised and submit it back to the operation team

Education

- BSC in Zoology, St. Thomas College, Ranny Kerala under Mahatma Gandhi University – Kerala, 1998-2000 (Completed only till 2nd year)
- Pre-Degree – St. Thomas College, Ranny Kerala under Mahatma Gandhi University, 1996-1998
- Basic Computer Training, 3 Month Basic Course. Programs covered MS Word. MS Excel, MS Outlook. 2005

Awards/Achievements

- While working at Dish TV, received Award for Best Quality Caller for the month on the very first month I hit the floors after Process Training. – April 2006 – DISH TV PVT. LTD.
- Acknowledged as Best Quality Caller for three consecutive months with best customer experience skills at DISH TV PVT. LTD.
- In a short span of time took over as the SPOC for organizing conference calls across centers in NCR. HEALTH CHECK DIAGNOSTIC
- Promoted as the SPOC (Single point of contact) for intra-center communication at STAR IMAGING PVT. LTD.

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- Within a year had the opportunity to work closely with the Management Team and analyzed the turn over and challenges faced by different centers across NCR.