

## **SHAILAJA P. NAIR**

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### **Personal Details**

**Address:** B-1, Siddhi Kedar, Gandhi Nagar, Near Vellakinnav Temple, Vellakinnavu Road, Kannangulangara, Tripunithura, Ernakulam-682301.

**Mobile No.:** 7506610319      **Email:** shailajanair2015@gmail.com

**Date Of Birth:** 19.10.1971      **Age:** 48      **Sex:** Female      **Nationality:** Indian

**Languages Know:** English, Hindi, Malayalam, Marathi & Tamil.

### **Educational Qualification**

<b>Course/degree/Certification</b>	<b>University / Board</b>	<b>Year</b>	<b>% / Class</b>
Masters In Arts	Mumbai	1996	44% - Pass
Bachelors In Arts	Mumbai	1994	45% - Pass
HSC	Maharashtra Board	1990	54.33% - Second
SSC	Maharashtra Board	1988	53.28% - Second

### **Additional Certificates**

- 1) Diploma course in Computer Management from Databyte in the year 1998. 1 year Diploma course training comprised of Ms Office, Windows 98, Word & Excel.

**Professional Experience:**

- 1) Worked with Fortis Hospital Limited at Mulund, as Senior Care Facilitator since 28.08.2010 to 30.10.2019.

- a. Job Description: Department Co-Ordinator, Resolving Customer Queries, Doctor's Consultation Appointments, OPD Billing, OPD Co-ordination, Pathology department job Includes Histopathology and Pap Smear Reports Feeding, Radiation doctors and patient's co-ordination, Package Estimate, Billing, TPA enquiries, Cashless Submission, TPA queries-solving for processing cashless.

- b. Award & Recognition : Patient's Appreciation Feedback and Management Recognition Card.

- 2) Worked with Global Respondez as a Customer Service Associate (05-02-2007 to 31-05-2009).

- a. Job Description: was assigned for voice based as well as chat & email for International Operations.

- b. Awards and Recognition: Best email monitored as on 26.10.2007.

Nominated for Employee of the month as on March 2008.

Best Chat for the month monitored as on 21.03.2008, 13.05.2008 & 19.11.2008.

Best call monitored as on 18.12.2008 & 15.04.2009.

- 3) Worked with Reliance Info-streams as a Customer Service Executive (05.07.2005 to 30.06.2006)

- a. Job Description: Resolving Customer Queries.

- 4) Worked with Exact Container Logistics (P) Limited as a Desk Officer in Customer Care Department (11.09.2002 to 04.07.2005)

- a. Job Description: Customer Queries, Claim Settlement, Tracking Vehicle Status, Letter Drafting Self Correspondence, Preparing Sale Bill & Purchase Entries, Payment Follow-ups.
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**Extra Curricular Activities / Hobbies & Interests**

- 1) Reading and Indoor games
  - 2) Listening to Songs.
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**Last Drawn Salary :** Rs.28,000/month (In Hand)

**Expected Salary :** Negotiable

**References:**

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| 1) <b>Name:</b> Dr.Rupal Chheda, MD            | <b>Designation :</b> Radiation Oncologist |
| <b>Organization:</b> Fortis Hospitals Limited  | <b>Contact No. :</b> +917045444740        |
| 2) <b>Name:</b> Ms.Lisha Mohanty               | <b>Designation :</b> Manger               |
| <b>Organization :</b> Fortis Hospitals Limited | <b>Contact No. :</b> +919819355389.       |