

SOUMITHRA.P.S

Mobile No: 9495693136,8157999895

Parakkulangara House

Changampuizha Nagar

PO , Edappally 682033

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OBJECTIVE

Customer relation experience of 3 years and sales and administration experience of 3 years, receptionist and front office experience of 4 years , seeking to hire with my proven track record in team building for a suitable position.

Experience :

1. Sanjeevanam Ayurveda Hospital,Pallikara (Jan 2021- Still working)

As front office / Guest relation, Marketing Executive

2 Kinder Hospital , Pathadippalam , Edappally (Senior Guest Relation Executive (2018 (September) -2019 (April 30)

- Welcome customer / patients as they arrive at the CSR counter and inquire into how they would like to be assisted
- Monitor call status for responses from various departments to ensure that call returns are done in a timely manner
- Prepare Discharge Summary and Discharge Bill
- Explain Surgery packages and Rates
- Handling international Patients

3 .Mibo Helath and Happiness , Edappally (Front Office Staff)

4 .RF Motors India Pvt Latd (Registration Assistant)

5. Kims Hospital, pathadipalam,cochin as Guest Relation Executive (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 copay
- 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.

6 Worked with Bharti Airtel LTD as sales & Administration (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.

7. Worked as Telecaller cum Customer Relation Executive 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

Guardian Name : Akhil Raj E
Nationality : Indian

Date of Birth ` : 06-08-1992
Sex : Female

Marital Status : Married
Languages Known : English, Hindi,
Malayalam Computer Knowledge : MS Office,
Internet & E-mail. Hobbies & Interests : Badminton,
Music,Dancing

Reference:

1. Jithesh N S
Sales Manager
Bharti Airtel LTD Ph
+91 9633807001

- 2 Praseeda V R
Guest Relation Cordinator
Kims Health care Management
Mob : +91 9446400770

- 3 Nahas Muhammed
Rgistraion
Incharge RF
Motors India Pvt Ltd
Mob : 9995162369

- 4 Rixon Jose
Managing Director
Mibo Health and Happiness
Ph+ 9447728147

5 Melvin Mathew
Operations in charge
Kinder Multy Specialty Hospital
Mob-9539038706

DECLARATION

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

Place : Edappally

Date : 01.09.2021

SOUMITHRA.P.S

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