

# Curriculum Vitae

Last changed: 18.02.2022

## Personal Details

### Nisha U

Neernjanam, MRA # 139,  
Kottorthazhom Link Road,  
Valiyakulam – 682307

Nationality: Indian

Marital status: Married

Date of birth: 23.11.1984

Husband's Name : Rakesh. G. Nair

Languages known : English, Hindi, Malayalam

E-mail address : nisha.unni1@gmail.com

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## Career Objective

To develop myself with a well-managed organization that provides challenging work environment, for both career and professional growth. I believe that my academic knowledge and experience gained from various stages will be sufficient for the position offered by the organization

## Education

Graduation of Computer Application (73%), Nirmala College of Information Technology, Chalakudy, M G University - 2005

## Professional Experience

04.2017 – Till Date:

**Estimator– Kitchen Projects – Wotek Engineering Services Pvt Ltd**

- Estimation of Industrial Kitchen Equipment for Hotel Projects based on the tender specification received.
- Sound knowledge of Kitchen and Food Service brands for proper estimation and produce competitive
- Need to negotiate with vendors for good price.
- Need to work on compliance offer with alternative brands and also for Value Engineering Solution.
- Always maintain good rapport with customers & vendors.

**07.2011 – 01-2016:**

**Sr. Executive – Customer Relations at Olive Builders & Developers Pvt Ltd**

- Act as one point contact for the customers and ensure that they receive an adequate level of service or help with their questions and concerns.
- Collection follow up.
- Assistance to avail bank loans and processing of all loan related documents.
- Final inspection of apartments.
- MIS & other reports preparation.
- Updation of daily collection MIS of all towers.
- Maintain track of Keys, key boxes & stamp papers.

**03.2008 – 12.2010:**

**Branch Operations Executive at Birla Sunlife Insurance Co. Ltd**

- Customer Service for all Internal & External customers at branch level .
- Initial underwriting of the Recruitment & Proposal Forms.
- Front Office & Admin functions like managing inbound/outbound calls, maintaining employee database, vendor management and travel arrangement.
- MIS creation and updation on daily basis for business & Recruitment.
- All financial activities including Admin & Branch Petty Cash

**03.2007 – 02.2008**

**Back Office Executive at ICICI Prudential Life Insurance Co.Ltd**

- Assisting Associate Regional Manager in his daily MIS and coordinating branches coming under the region for various aspects.
- Making presentations for various meetings & conferences.
- To coordinate and facilitate conduction of any meeting or conference of the Region
- Initial scrutiny of Recruitment Applications received at branch and tracking the same in the system

12.2005 – 02.2007

**Patient Coordinator (Nephrology Dept) at West Fort High-tech Hospital**

- Perform as a medical liaison between physicians, local consultants and patients. Respond to patients' needs, requests and concerns as appropriate
- Ensure that the patients receive the best customer service experience by eliminating conflicts, communicating policies and educating staff members
- Educate recipients & donors about how to prepare for an organ transplant
- Responsible for preparing all the documents of Donor & Recipient for taking Govt. approval for transplantation.

**Personal Skills**

- Comprehensive problem solving ability to deal diplomatically with people
- Willing to learn and contribute to the growth of the establishment
- Willingness to adopt any kind of technology

**Declaration**

I hereby declare that the above given information is correct according to my knowledge and belief

**Place** : Ernakulam

**Date** : 18.02.2022

**NISHA U**