

ATHIRA R

Master of Business Administration (HR)



CONTACT

- +91 9037919738
- athiraram.74@gmail.com
- Palakkad, Kerala

ACADEMIC CREDENTIALS

MBA – HR | Pursuing

- Bharathiyar University

BBA

- 2017 | 70%

Plus Two

- Board of Higher Secondary, Kerala, India
- 2014 | 70%

SSLC

- State Board of Kerala
- 2012 | 86%

COMPUTER PROFICIENCY

- MS-Office
- Basic Operation
- Internet & Email

LANGUAGES KNOWN

- English
- Malayalam
- Tamil

PERSONAL STRENGTHS

- COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- SERVICE** - Having a customer focused approach Skills include Patience, Attentiveness and a positive language
- ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- MANAGEMENT**-Management skills to direct others and review others performance.

PERSONAL DOSSIER

Gender : Female
Date of Birth : 13-04-1997
Nationality : Indian
Marital Status : Single
Father's Name : Ramakrishnan
Address : Kolath House,
Panayur P O,
Athicode, Palakkad -
678552, Kerala, India

CAREER ABRIDGEMENT

To achieve a challenging position in a professional organization through self - improvement by excelling in all responsibilities with sincere hard work, dedication & commitment. To work towards the development of the organization & grow with it.

KEY SKILLS

- Team Work
- Work Ethic
- Communication
- Leadership
- Organization skills
- Time Management
- Interpersonal ability
- Detail Oriented
- Punctual
- Quick Learner
- Hardworking
- Analytic Skills

EMPLOYMENT CHRONICLE

PRO (Public Relations Officer)

May 2017 – Present

Lakshmi Hospital, Ernakulam

- Managing daily operational activities and requirements
- Ensure effective communications between all areas of operations
- Ensuring patient care without any delay
- Supervised the performance of Public Relations department and developed new strategies to improve performance standards.
- Resolved all conflicts with the employees in various departments
- Exploring new initiatives to provide a better service
- Ensuring the service delivery to the patient in an efficient manner
- Answering letters of complaint/concern from clients
- Acts as liaison between the department and other supportive services
- Ensure training & Induction programs for new entrants and trainees
- Counselling and respond to Patient needs, requirements and concerns as appropriate
- Provide patients and families with information on hospital services, procedures and protocols
- Investigate and / or channel complaints or problems to appropriate head department in hospital
- Assist in resolving conflicts and act as an intermediary between patients, families, and staff
- Collect data and information about patient feedback and make recommendations as appropriate
- Explaining policies, procedures or service to unknown patients using medical or administrative knowledge
- Analysing and assessment of patient needs through the visit
- All verbal and written complaints will be investigating and responded through call can visit in a timely manner and summery will be reviewed once in fortnight with the core committees of the organization
- All suggestions will be documented and informed to concerned department heads for assessment and corrective and preventive actions
- Monitoring and analysing the patients' rights and responsibilities

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars

Place :

Date :

ATHIRA R