

Sofiya M.S

🏠 ERNAKULAM, KERALA, INDIA.

☎ 9846764486

✉ sofiyamansoor143@gmail.com

OBJECTIVE

To enhance my professional skills, capabilities, and knowledge in an organization which recognize the value of hardwork and trust me with responsibilities and challenges

ACADEMIC PROFILE

- S.S.L.C under State Board (May 2010) at Fatima Girls High School, Ernakulam, Kerala. -77%
 - HIGHER SECONDARY under State Board (May 2012) Central Calvathy Higher Secondary school, Ernakulam, Kerala -76%
 - B.A.Economics under MG University (March 2014) at St.Joseph college, Cochin, Kerala
 - 4 month Diploma in Hospitality Front desk coordinator - Currently Pursuing
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Experience

Doing Internship in Sunrise Hospital, Kakkanad in Front office Administration From August 2022- till now

- receiving and greeting the patients and visitors. attend phone calls, answer inquiries, and assist patients in filling up documents.
- Ensure availability of treatment needed for the patient and file and retrieve patient records.
- make appropriate and timely scheduled appointments of patients with correct doctors..
- Reaching out to patients about their appointments and doing regular follow-up phone calls.
- Help distressed and anxious patients and respond to emergencies.
- Maintaining patient records, handling billing/payment records, reviewing insurance policies, confidentiality, and maintaining financial records is one of the key responsibilities.

Worked in **YES BANK** as a Sales Executive in Credit Card session From June 2021-May 2022

Increase credit card customers

- Engage and educate customers on product usage
- Convey brand information to customers and respond to questions/inquiries that arise
- Responsible for daily/monthly sales targets
- Investigate and address competitors' activities
- Prioritize and schedule proactive calls to organization's accounts
- Update and manage contact database with accurate profiles, notes, and relevant information

INTERESTS

- Music
- Movies
- Travelling
- Modelling

STRENGTHS

Dedicated, Confident, Good Communication Skills, Leadership skills, Interpersonal skills, Management skills, sales skills .

PERSONAL DETAILS

- Age & Date of Birth: 28, 08-10-1994
- Sex: Female
- Religion: Islam
- Marital Status: Married
- Spouse's Name: Mansoor
- Languages Known: English, Malayalam, Hindi

DECLARATION

I hereby declare that the above stated information is true to the best of my knowledge.

Date: 15/10/2022
Place: Ernakulam

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