



AZMINA HASHIM

SOCIAL WORKER

Diligent and committed social worker with more than 4 years of experience in customer relations, program coordinating and counseling .currently working as administrator at Macare diagnostics and polyclinic

WORK HISTORY

»» **PATIENT COUNSELOR** August 2021 to present

MACARE DIAGNOSTIC CENTER ERNAKULAM

- Interacting with patients and explain the services and procedures
- Supervising daily administrative operations and
- Creation and implementation of effective policies for various operational procedures and improved it with consistent hardwork and dedication
- Finding solutions for patient grievances, provides training and instructions to the team for improving patient experience
- Decision making in order to improve the overall business of the center
- Arranging medical camps and promoting the center

»» **COUNSELOR**
Eyogi Telecounseling Services. **2018 - 2020**

- guided clients in developing skills and strategies for dealing with problems
- arranged and facilitated therapy sessions for individuals,couples and families
- acted as client advocate coordinate required services or resolve emergency problems in crisis situations

»» **JUNIOR EXECUTIVE B2B** **2018-2019**
Geojit Financial

- Advising customers about various investment products and services thus helped them to create wealth
- Addressing customer queries and resolving issues

»» **PROJECT COORDINATOR** **01-08-2018 to 02-2019**

Daily skills pvt ltd ,kochi

- planning and coordination of program and its activities
- maintaining budget and tracking expenditures/transactions

CONTACT

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EDUCATION

»» **Rajagiri College of Social Sciences, Kalamassery**

Master of Social Work,
Medical and Psychiatry
(2015 -2017)

»» **St Teresa's collage, ernakulam**

BA ECONOMICS (2012-2015)

»» **St Teresa's CGHSS**

+2/PUC Humanities/Humanistic Studies

»» **MMOVSH ,Kochi (SSLC)**

LANGUAGE

- English
- Malayalam
- Hindi
- Arabic
- Tamil
- French

SKILLS

- Customer relationship management
- crisis management
- Teamwork and collaboration
- organization and time management

OET EXAMINER

Planet edu

8 -2019 to 1-1-2020

WORKSHOPS AND TRAININGS

- Dyuti international conference on social work
- Training in SPSS
- Cognitive behaviour therapy and cognitive analytical therapy
- Transactional analysis

REFERENCE

- Sivakumar S (center head) MAcare diagnostics center chkaloor@manappuramfoundation.org
9048032854
- Vinod Mathew (CEO Eyogi)
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