



# LICHIE SUSEN PETER

📍 Palakkad, India, 678551

📞 9895031642

✉ susenlichie65@gmail.com

## SKILLS

- Administration skill
- Interpersonal skill
- Communication skills

## SUMMARY

- Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.
- Customer-focused manager, successfully contributing to company profits by improving team efficiency and productivity. Skilled at effective negotiations and upselling techniques. Utilizes excellent organizational skill to enhance efficiency and lead teams to achieve outstanding sales.

## EXPERIENCE

February 2023 - Current

**Customer Relationship Manager, Paalana Institute Of Medical Science** | Palakkad, Kerala, India

Took the role of a Patient Facilitator, by interacting with them and handling the queries and doubts of the Patients and their fellow beings.

- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Demonstrated consistent hard work and dedication to achieve results and improve operations.
- Enhanced working relationships by participating in team-building activities.
- Built and maintained courteous and effective working relationships.

August 2015 - January 2023

**Public Relations Officer Prayaga Foundation for Excellence And Training,** | Palakkad, Kerala, India

- Handled Admission procedures of the college and carried out the role of College University Nodal Officer by conducting the University Examinations
- Made independent decisions to prioritise news delivery in line with organisational objectives and time sensitivity.
- Supported marketing teams in developing, implementing and promoting engaging, focused media campaigns.
- Tracked data on company image and adjusted strategies to improve results.
- Cultivated positive relationships with media organisations to support PR objectives.

May 2006 - December 2011

**Depository Participant Officer Fortune Wealth Management Services Private Limited** | Coimbatore, India

- Handled all activities relating to Dematerialisation of accounts of the clients
- Assessed officer actions and complaints to identify any issues with unprofessionalism, performance issues or criminal activity.
- Participated in and oversaw money escort operations and safeguarding equipment to prevent property losses.

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## EDUCATION

2006

**Master of Business Administration** | FINANCE AND MARKETING  
SNR SONS COLLEGE, COIMBATORE, INDIA

Completed my Masters in Business Administration with First class Distinction

2003

**B.COM** | BANKING

MERCY COLLEGE, PALAKKAD, KERALA

Completed my Graduation in Commerce with First class

2000

**Pre-Degree** | Commerce

University of Calicut, Thejipalam, Calicut

Completed my Pre Graduation with First class

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## ADDRESS

A/22, KOOTUMKEL HOUSE,  
AKSHARA NAGAR,  
KADAMKODE,  
KARINGARAPULLY POST,  
PALAKKAD 678551