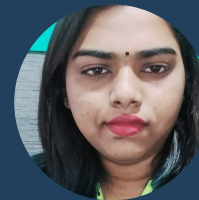


MARY SNEHA

Front Desk Receptionist

6235467719 @ scriwitz@gmail.com Website/Link Palluruthy Kochi



SUMMARY

Diligent Receptionist with 2 years of experience in the hospitality industry. Skilled in greeting and assisting clients, scheduling appointments and answering phone calls and emails. Adept at working with databases, problem-solving and coordinating activities. Exceptional communication skills and impressive body language.

EXPERIENCE

Receptionist and Customer Support 2021 - 2023
Medivision Scan and Diagnostic centre Ravipuram Kochi

South Indias most advanced chain of diagnostic centre

- Promoted twice in 2 years due to excellent personal performance
- Greeted 200+ people daily, as well answered an average of 100+ daily calls and emails
- Achieved 90% positive feedback from long-term clients
- Trained staff on various activities such as data entry and interpersonal skills
- During my 2 years I implemented processes to improve efficiency and customer service

Nature Fresh Supermarket 2020
Billing Staff Palluruthy Kochi

Nature Fresh Supermart in ernakulam is on of the leading businesses in the grocery store

- Receive, sort, and track incoming payments.
- Excellent written and verbal communication skills.
- Validate debit accounts to ensure the credibility of payments.
- Issue receipts for received payments.
- Ability to solve problems as they arise.
- Proficient in Microsoft Office Suite or similar software.

SKILLS

Communication · Databases ·
Phone Calls ·
Scheduling Appointments ·
Google Drive · Emails ·
Front Office

EDUCATION

B.COM CO OPERATION

SDPY COLLEGE OF
COMMERCE

04/2017 - 2020
PALLURUTHY KOCHI

STRENGTHS

Interpersonal Skills

Problem-solving, fast decision-making and verbal communication are a power of mine.

Problem-Solving

It takes me 2 minutes to find and analyze a problem and 2 more to solve it.

Body Language

My exceptional nonverbal communication helps me establish an overall good impression on clients.

LANGUAGES

MALAYALAM Native ●●●●●

ENGLISH Proficient ●●●●●