



DIVYA SREERAJ

PERSONAL PROFILE

To provide the best service with my full potential, where I can help the organization towards its growth and also use my abilities to help the organization to reach towards the pinnacle of glory and success.

CONTACT ME AT

✉ divs34563@rediffmail.com

☎ +91 9037100486

SKILLS SUMMARY

- Motivated and well disciplined individual.
- Good Communication and interpersonal skills.
- Good time management skills and the ability to meet deadlines.
- Quick learner and hardworking.
- Strong data input skills with attention to detail and accuracy.

PERSONAL DETAILS

Nationality : Indian
Languages known : English, Malayalam
Marital Status : Married
Address : Thejus, Thodayad,
Calicut – 673017, Kerala

WORK EXPERIENCE

1) Assistant Manager Operations

My Heart Center Starcare Hospital Calicut-
Kozhikode
(July 2023 - Present)

2) Assistant Manager Call Center under Operations

Department(Incharge)
Meitra Hospital- Kozhikode
(February 2022- June 2023)

Formulating Policies for the department.
Managing the team
Handling Complaint Calls.
Scheduling monthly and daily duty Roasters.
Call Monitoring.
Takes Manger on duty on assigned Sunday.

3) Assistant Manager Operations (Head Of Operations)

Matria Hospital- Kozhikode
August 2019 - February 2022

Formulating ,reviewing and upgrading policies and procedures for Department which comes under operations departments.
Ensuring close adherence to the prescribed standard operating procedures in all functional areas.
Managing day to day operations activities.
Managing Guest Relations, Pharmacy , laboratory,CSSD,MRD,USG Departments.
Handling the Complaints of the patients.
Fulfilling Doctors requirements.
Handling VIP Patients.
Managing Admission Procedures.
Handling Google reviews and the Feedbacks of the patients.
Organising the programmes of the special occasions.

**4) Assistant Manager Guest Relations (Incharge)
Starcare Hospital
March 2016- August 2019**

Managing the Guest Relation Team Duty Allocation, Monthly
Duty Roaster Preparation
Handling Patient Complaints.
OPD Incharge
Handling VIP Patients
Managing Admission Procedure
Doctors Leave Marking
Managing Console, Emergency and Admission Counters

**5) Manager (Tours)
Sanchar Tours and Travels.LLP
October 2012 to February 2016**

Handling customer online queries, explaining package Tour
Program and Tour details.
Sending Tour Program and Tour Quotations to the clients
Booking tickets, rooms and transportation for the clients
Office Administration.

**6) Senior Customer Service Associate(Webchat)
First Source (ICICI Prudential life insurance
Company)Web chatprocess January 2008- March 2010**

Handling customer online queries and escalations related to
their insurance policies through email and web chat.
Responsible for customer service turnaround within set time
frames.

Explain features, advantages and disadvantages of various
policies to promote sale of insurance plans.
Understanding the implications of new information for both
current and future problem-solving and decision-making.
Assessing the customer needs to provide quality service.

**7) Senior Customer Service Associate(Email Process)
First Source (ICICI Prudential life insurance Company)
Email process Dec 2006 to Nov 2007**

Handling customers online queries and escalations related to
their insurance policies through email and web chat.
Responsible for customer service turnaround within set time
frames.
Explain features, advantages and disadvantages of various
policies to promote sale of insurance plans.
Understanding the implications of new information for both
current and future problem-solving and decision-making.
Assessing the customer needs ; to provide quality service.

EDUCATION HISTORY

- BA Economics from Mar Ivanios College, Trivandrum, affiliated to Kerala University.
- Higher Diploma in Co-operation and Business Management (HDC&BM)
- Fashion technology 1 year course from RVTI Bangalore

CERTIFICATIONS

- Diploma in Computerized Office Management (DCOM)

PERSONAL DETAILS

Husband's Name : Sreeraj. P
Date of Birth : 01-05-1981
Gender : Female
Nationality : Indian
Marital Status : Married
Languages Known : English, Hindi, Malayalam, Tamil, Kannada
Permanent Address : Thejus, Thodayad, Calicut – 673017, Kerala

DECLARATION

I hereby declare that all the above-furnished facts are true to the best of my knowledge and belief.

DIVYA SREERAJ