



Pooja V Shaji

Operations Executive

To secure a challenging position where I can effectively contribute to the growth and success of the organisation and simultaneously contribute to my skills and acquiring knowledge on the road to success



Poojavshaji06@gmail.com



7012711145



Chengannur

SKILLS

MS Office

Zoho Books

Multitasking

CRM Software

Communication

Bookkeeping

Customer service

LANGUAGES

English

Limited Working Proficiency

Malayalam

Full Professional Proficiency

INTERESTS

Crafting

Traveling

Cooking

Gardening

WORK EXPERIENCE

Operations Executive Solace Multi-speciality Clinic

08/2023 - Present

Palarivattom

Solace Neurobehavioral and Child guidance Centers provide quality psychiatry and psychological care to children, adolescents and adults

Achievements/Tasks

- **Accounting** : Preparing Balance sheet, Sales bill and maintaining petty cash and vouchers.
- **Zoho Books** : Create recurring profiles for regular transactions and track invoices and remind customers of pending payments.
- **CRM** : Adding customer data day by day and managing CRM in Systematically.
- **Customer service**: Resolved 90% of customer complaints within the first call, improving first-call resolution rates.
- **Time management** : Involved in juggling multiple task & managing time effects.

Contact : HR Manager - Mamtha - 8113806155

CERTIFICATES

Certification in Hospital Administration (05/2023)

International School of Skill Development (TUV SUD)

Professional Diploma in Computerised Financial Accounting (07/2018)

Kerala State Rural Women Electronics Industrial Co-Operative Fedration Ltd

PERSONAL PROJECTS

Awareness of Consumer Rights and Protection among College Students with Special Reference to Alapuzha District

- Conducted through Questionnaires, Research and Data Analysis of College Students Responses.

Effectiveness of Grievances and Redressal System

- conducted at Akay Flavours & Aramatics Pvt.Ltd, Pathanamthitt. Using Questionnaires, Research and Data Analysis of Employee responses.

EDUCATION

Master of Commerce IHRD College of Applied science

06/2021 - Present

Perissery

Bachelor of Commerce Christian College University of Kerala

06/2018 - 03/2021

Chengannur