

KAMAR LAILA N

SUMMARY

A Motivated administration professional seeking a position in a challenging environment. Over 2 year's experience successfully providing administrative and secretarial support to the operational department . Proficient in a range of computer applications Well-developed communication and customer skills.

EXPERIENCE

Junior Executive - Operations, 03/2023 - Current

APOLLO ADLUX HOSPITAL - ANGAMALY - KARUKUTTY, INDIA

- Delivered high level of service to patients in to build upon future relationships.
- Answering the phone calls (Incoming /Outgoing)& transferring calls to various departments
- Handling the office mails and reply to them
- Operating computer software and office equipments
- Manging doctors leave and schedules OP consultation accrodngly
- Maintaining Supplies and appearance for the office
- Analysed customer data to identify opportunities and improve relationships.

CASHIER/CO- ORDINATOR , 08/2022 - 01/2023

MVR CANCER CENTRE HOSPITAL - CALICUT , INDIA

- Maintained high productivity by efficiently processing cash, credit and debit payments.
 - Worked closely with front-of-house staff to facilitate positive customer experiences.
 - Smoothly processed incoming orders, handling over [Number] transactions per day with exceptional accuracy.
 - Assessed customer needs through clear communication, anticipating and responding appropriately to queries.
 - Prepared daily cash deposits to move funds to financial institution.
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EDUCATION

Master's Degree in Commerce, Accounting , 2021

Bharathir University - Tamilnadu- India

Bachelor's Degree in Commerce , Commerce , 2016

Calicut University - kerala- India



CONTACT

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SKILLS

- Multi-unit operations management
- Performance reviews
- Business Administration
- Effective Leadership
- Business Planning
- Team Collaboration
- Operation Management

LANGUAGES

Malayalam: First Language

English:

C2

Hindi:

B1

Proficient

Intermediate

CERTIFICATIONS

- SAP- USER & ACCOUNTANT
- TALLY CERTIFICATION
- OFFICE SOFTWARE CERTIFICATION