

CONTACT



LAYANA PV

📍 Puthenparambil mevelloor po mevelloor vaikom kottayam 686609

☎ +918078478038

@ layanapv1995@gmail.com

OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EXPERIENCE

03/03/2018 -
05/01/2019

- **Receptionist**

Joys dentalclinic edappally ernakulam

- Reduced incoming call response time by implementing an effective call routing system.
- Managed conference room schedules to ensure efficient use of space for meetings and other events.
- Assisted in the onboarding of new employees by preparing orientation materials and providing guidance on company policies.
- Helped maintain office security by monitoring visitor access and issuing badges as needed.
- Improved appointment scheduling system, reducing wait times and increasing client satisfaction.

01/01/2022 -
01/01/2024

- **Office assistant**

Akshaya center velloor

- Aadhaar enrolment
- .e-District services
- .Utility bill payment
- Ration card applications
- University Fee Payment
- Expedited document processing with accurate data entry and timely filing.
- Assisted in financial tasks such as invoicing, expense tracking, and budget preparation to ensure accuracy.
- Increased customer satisfaction by providing professional and courteous front desk support.
- Optimized workflow processes through regular evaluation of office procedures for potential improvements.
- Supported business growth with efficient onboarding processes for new hires that included orientation, training materials, and equipment setup.
- Facilitated smooth operations by efficiently handling incoming mail, phone calls, and visitor inquiries.
- Streamlined communication between departments for better collaboration and increased productivity.

EDUCATION

2011

- **Kmhs mevelloor**

Tenth
First class

2013

- **Govt h s s peruva**

Plus two
First class

2016

- **ETTUMANORPPAN COLLEGE**

BCA
first class

SKILLS

- Verbal communication skills
- Time management
- Problem-solving Planning skills Resourcefulness
- Leadership Flexible