

 nirmalprchittar@gmail.com

 +91 8606031106

 Kerala, India

Skills

- Front Office Management
- Hospital Administration
- Operations Management
- Quality focus
- Problem-solving
- Email Communication
- Contribute to team
- MS Office
- Libre Office
- Muthootu CRM
- Customer Relations
- YASASII (HIS)

Education And Training

Master in Business

Administration(MBA):

Human Resources Management

University of Kerala

Bachelor of Business

Administration(BBA):

Administration Management

Mahatma Gandhi University

Job Satisfaction

Apollo Tyres Ltd, Kalamassery Plant

Cochin

Certifications

- Job Satisfaction (Project)
- MS Word
- MS Excel
- MS PowerPoint
- MS Outlook

Profiles

- <https://www.linkedin.com/in/nirmal-pr-655aa9117/>

 Nirmal PR

NIRMAL PR

Summary

Ambitious executive with 6 year of experience in Administration Management and Customer Service. Knowledge in Hospital administration especially in Oncology.

Experience

Kerala Institute of Medical Science (KIMS HEALTH) - Guest & Patient Relations Executive

Trivandrum, IN

03/2023 - 04/2024

- Serve as the primary point of contact for patients, ensuring their needs and concerns are addressed promptly and professionally
- Counseling, assisting, grievance handling and supporting patients & visitors as per their needs along with effectively managing front desk services
- Provide information and assistance regarding medical care options, treatment plans, and hospital operations
- Answering telephones and respond to queries of patients
- Scheduling patient appointments
- Working in a fast paced environment.

Falcon Auto Spare Parts llc - Customer Service Executive

Al Qusais, Dubai, AE

01/2022 - 12/2022

- Maintained superior knowledge of products and services to deliver accurate information for enquiries
- Reworked existing process to improve customer retention by 12% and customer satisfaction by 25%
- Provided basic technical support for clients on a wide range of company products, resolving issues at 90% rate
- Maintained an orderly store by continuously organizing displays and proactively addressing areas that needed restructuring
- Efficiently collected customer data for market analysis
- Provide input and assist with preparation and running of team meetings.

e-Service Centre - Office Assistant

Kerala, IN

09/2019 - 10/2021

- Administrative activities and Paperwork's
- Follow up on process and status and update record.

REMC - Customer Service Executive

Shuwaikh, KW

11/2018 - 07/2019

- Provided prompt and courteous service to customers via phone, email, and chat.
- Resolved customer complaints in a timely manner while maintaining professional attitude.
- Providing product and service information
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Performed follow-up calls to customers regarding their inquiries or orders.

Muthoottu Mini Financiers Limited - Assistant Branch Manager

Kerala, IN

01/2018 - 04/2018

- Branch Administration
- Lead a team of branch staff for consistent business development, customer acquisition and retention and for achieving business & revenue targets while ensuring quality service to customers
- Handle day to day business transactions
- Verifying KYC documentation of the Clients
- Reviewing applications to determine if they meet all qualifications
- Loan Disbursement
- Assist in first level recruitment support
- Data Management

Peak Zones

- Hospital Administration
- Patient Relations
- Front office management
- Data Management
- Back Office Management
- Problem Solving
- HR Management
- First level Recruitment
- Team work
- Customer Handling
- Data Administration
- Data Analysis
- Multi-Tasking
- Client Query Management
- Team Management
- Aim towards organizational goal
- Record update
- Billing(Cash management)

References

Available on request