nirmalprchittar@gmail.com

Kerala, India

### **Skills**

- Front Office Management
- Hospital Administration
- · Operations Management
- Quality focus
- · Problem-solving
- Email Communication
- · Contribute to team
- MS Office
- · Libre Office
- Muthoottu 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

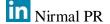
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## Certifications

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

### **Profiles**

• <a href="https://www.linkedin.com/in/nirmal-pr-655aa9117/">https://www.linkedin.com/in/nirmal-pr-655aa9117/</a>



# 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