



# NEENU ANTONY

## CONTACT

- 9961906183
- neenu.na83@gmail.com
- Kalarikkal (H), Eramalloor p.o, cherthala,Alappuza.

## HARD SKILL

- Software knowledge
- Tele communication
- Customer satisfaction
- Detail oriented
- Drafting
- Documentation
- Computer aided design, Accuracy
- customer service
- Reception duties
- Accounting

## SOFT SKILL

- Observation
- Decision making
- communication
- Multi-tasking

## EDUCATION

- BA sociology, IGNOU University (pursuing) present
- Hospital Administration International school of skill development, South kalamassery(2022).
- Auto CAD- Revit Architectural, design visualization pro ,ppm concepts and civil engineers. CAD center training services,Cochin , Edappally (2017-2018).
- ITI - Draughtsman civil KGCE- Kerala Govt.Certified Examination (2015-2016)
- Plus Two - Humanities. NIOS- (2014-2015).

## PROFILE

Experienced medical Receptionist adapt in providing excellent administrative and clinical support in high volume medical offices. Skilled in maintaining schedules, making appointments, taking messages and treating patients with care and respect. Bringing forth the ability to manage front Desk setting with organization and a sense of calm. I have a proven track record of resolving customer enquiries and complaints in timely and efficient manner , resulting in increased customer satisfaction and loyalty .

## WORK EXPERIENCE

### Santiago International

Customer Care Executive (2024- present)

- Providing detailed information to customers
- Ensure customer satisfaction
- Interpersonal communication, information and Respond quickly.
- Handling customer complaints and concerns.
- collecting and analysing customer feedback.
- overseeing the customer service process.

### Quality care physical therapy and rehab center

Front Office Management & PRO (2022-2023)

- Greeted patients and provided them with information and assistance.
- Handled calls , collected personal information,and created appointments.
- Utilize booking systems and handled correspondence between patients and doctors.
- print out, checked,and set out mails every day.
- Informed customers about payment methods and verified credit card data.
- managed office mails and payroll distribution and the physical setting of the front office.
- Handled all office accounting responsibilities.
- Ensure 100% client confidentiality by encrypting digital files,old papper work and keeping files.

- Certificate course in animation (Cartoon creation, web page Designing, interactive CD's synchronised sounds)-(2013).
- SSLC- General  
E.C.E.K Union High school (2012).  
Under public examination board, Kerala.

## PROFESSIONAL STRENGTH

---

- Auto CAD
- Revit Architecture
- 3D Max
- Photoshop
- MSP
- PPM
- E TABS
- MS Project
- STAAD.pro
- Primavera p6
- BPO ( HTML, Word, Power point , Excel, Visual basic, Page maker, Coral draw, C++)

## PERSONAL DETAILS

---

- DOB : 13-8-1996
- Gender : Female
- Marital status : Married
- Blood group : O+ve
- Nationality : Indian

## LANGUAGES

---

- English
- Malayalam
- Hindi
- Tamil

### ● Gouries Interior & Exterior Designer.

2D Designer. ( 2020- 2022)

- Preparing presentation drawing in auto CAD
- Preparing shop drawings of plan , section & elevation from tender drawings.
- Preparing as built drawings.
- preparation of computer aided drawings related to structural construction and outfitting of new building projects as detailed in clients specification.
- Detail of different parts of sections and elevations.
- Bath and kitchen details.
- Reception and bath counter details .
- Wiring diagram .
- Bed & wardrobe details.
- Cabin routing layout, earthing.
- Roof finishing details.
- Stair case & Baluster details.
- Preparation of bill materials.
- Estimate details.

### ● FLORAL MATRIMONY

Bridal consultant & Tele caller ( 2019- 2020)

- Each day I would the time to discuss with each customer what they were looking for and give them options that would best fit there interest.
- Would do multiple fittings for bridal parties and schedule appointments.
- Also set up lay way payment plans to help each customer to fell a little less stressed out.
- The impact I had each day was being able to help a bride or a young girl going to prom find the ball gown or bridal gown of her dreams.
- Which would make that special day or event even more special skills used i demonstrate that I can listen and think developing great , genuine ideas.
- Take my customer wants and needs into consideration to help them the best way I can.
- Followed up with over 50 customer 's each week to verify that they were satisfied with our service.