

SHIBI VINU
VATTATAHRA HOUSE
EZHICKARA P.O.
ERNAKULAM
KERALA, INDIA
PH : +91 9562049949

EMAIL:
vinuvattathara@gmail.com



OBJECTIVE

To work for a reputable organization where my leadership skills to develop, coach, motivate, support, provide exceptional service and meet ultimate expectations, are utilized and rewarded. To seek an opportunity in your organization to strive growth of company, develop my talents, familiarize with new training environment.

QUALIFICATIONS SUMMARY

- Driven to exceed expectations and willing to work efficiently and effectively.
- Successful in communicating with people at all levels and with other departments as needed to best serve the customer.
- Outstanding ability to professionally and effectively deliver presentations to small and large groups.

ACADEMIC INFORMATION

Course	Board or University	Institution	Medium of Study	Year of Passing	CGPA or %
Diploma of Human Resources Management	Scientific and Technical Education Development Council of India	International Academy of Engineering Technology and Management	English	Proceeding 2011-2014	70%
Diploma of Hospitality Management	Scientific and Technical Education Development Council of India	International Academy of Engineering Technology and Management	English	2005-2008	70%
Master of Arts, M.A (Economics)	MG University	S.N.M. College Maliankara	English	1999-2001	48%
Bachelor of Arts, B.A (Economics)	MG University	St. Xaviers College Aluva	English	1996-1999	60%

Pre- Degree	MG University	St. Xaviers College Aluva	English	1994 -1996	49%
S.S.L.C	Kerala Board of Education	Sree Narayana H.S.	English	1994	74%

IT SKILLS

M.S Office

Office Automation

WORK HISTORY

Medical Receptionist

05/2014 - Present, Life Care Poly Clinic, Edavanakkad, Ernakulam

Key Responsibilities

In accordance with policies & procedures:

- ❖ Answer the telephone in a courteous and professional manner within 3 rings
- ❖ Receive and convey messages in writing, verbally and electronically
- ❖ Liaise with patients and their families in a compassionate manner
- ❖ Liaise with GPs, other health professionals and their staff
- ❖ Make appointments
- ❖ Bill patients and receipt moneys
- ❖ Undertake Banking procedures
- ❖ Fax documents
- ❖ Scan documents
- ❖ File documents
- ❖ Prepare documents for mail-out
- ❖ Open, stamp appropriately and distribute incoming mail

- ❖ Type documents as required with a high level of accuracy
- ❖ Sterilize equipment with appropriate training
- ❖ Clean consulting rooms in between sessions
- ❖ Transport sterilization to appropriate destinations
- ❖ Maintain accurate log of specimens for external pickup
- ❖ Place orders for stationery and/or clinical supplies as directed OR Monitor stationery and/or clinical supply levels and place orders as required to maintain a working supply at all times.
- ❖ Book and organize staff and/or doctors meetings as directed
- ❖ Participate in ongoing professional development activities

Key Accomplishments

- Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity
- Helped company attain the highest customer service ratings (as determined by external auditors) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness

Customer Service Agent

10/2008-03/2010, Connections Tours and Travels, North Paravur, Ernakulam

Key Responsibilities

- ❖ Arranging flights, insurance and accommodation
- ❖ Using a booking system to secure holidays
- ❖ Collecting and processing payments
- ❖ Advising clients on travel arrangements, e.g. visas and passports
- ❖ Sending out tickets to clients
- ❖ Keeping clients up to date with any changes
- ❖ Dealing with complaints or refunds
- ❖ promoting and marketing the business
- ❖ dealing with customer queries and complaints
- ❖ providing advice about visas or passports
- ❖ recruiting, training and supervising staff
- ❖ managing budgets
- ❖ maintaining statistical and financial records
- ❖ planning

- ❖ selling holidays and insurance
- ❖ meeting profit or sales targets
- ❖ preparing promotional materials and displays

Customer Service Executive

08/2001-03/2003, Travel Dot Com Tours and Travels, North Paravur, Ernakulam

Key Responsibilities

- ❖ Dealing with complaints or refunds
- ❖ promoting and marketing the business
- ❖ dealing with customer queries and complaints
- ❖ providing advice about visas or passports
- ❖ recruiting, training and supervising staff
- ❖ managing budgets
- ❖ maintaining statistical and financial records
- ❖ planning
- ❖ selling holidays and insurance
- ❖ meeting profit or sales targets
- ❖ preparing promotional materials and displays

My Strengths

- Interpersonal Skills: To relate with different levels of people both management staff and clients.
- Self-motivated and determined
- Team Player
- Presentation Skills: To help learner's to get in to the sessions and keep sessions attractive and alive.

HOBBIES

Reading Technical Magazines, Internet browsing, listen to Music.

PERSONEL DETAILS

Date of Birth	:	07/01/1979
Nationality	:	Indian
Marital Status	:	Married

Spouse Name : Vinu V.T
Languages Known : English, Malayalam, and Hindi
Passport No : L8040452
Place of Issue : Cochin, Kerala
Expiry Date : 19/03/2024