



PROFILE

Highly professional individual looking to grow with the organization.

CONTACT

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HOBBIES

Painting
Collecting pens
Problem Solving

DEBASMITA DAS

EDUCATION

College :

Bachelor in Hospital Management (BHM 2009-2013)
Masters in Hospital Administration (MHA 2013-2015)
from NSHM Knowledge Campus, Kolkata under West Bengal University of Technology

School:

Passed 12th from Central Board of Secondary Education with 65 % and 10th from the same school with 45%

WORK EXPERIENCE

English Tutor

July 2022- June 2023

Roles and Responsibilities: I tutored kids from 3-10 yr olds at home.

IBM Concentrix Daksh

March 2018 - June 2022

Roles and Responsibilities: I worked in Concentrix as an Advisor in Maruti Suzuki Process where we had to deal with outbound calls.

- I called Existing customers of Maruti Suzuki Arena Nexa trying to capture their rating on various line of business like Service, Sales, New Vehicle purchased, Pre owner cars etc.
- Our objective used to be to capture their experience with Maruti Suzuki starting from Booking to Delivery and from Buying to running the vehicles.
- While working for IBM Concentrix, I was given the responsibility to audit, train and mentor the team members and new joinee's calls.
- I have extensive experience in leading and mentoring during my tenure.

Tata Medical Cancer Hospital

May 2017 - July 2017

Roles and Responsibilities: I worked as Patient care Coordinator, where I worked directly with the patients, doctors, pharmacy and other stakeholders.

- My job entailed coordinating with the patients, explaining the discharge summary,
- Be the link between the patients and patient's attendants and the hospital.
- Ensure all new patients admitted are attended promptly by the consultant (benchmark is maximum 30 minutes) and the medication to the patient is given immediately.
- Informed about the patient's personal details and medical history. Follow the track of treatments given to the patient.
- Communicate updates of the patients to their relatives from time to time.
- Ensure that the patients / attendants are kept comfortable at all times and ensure their requirements are met as laid down in hospital rules.

- Keep informing attendants about the bill status of respective patients on a day-to-day basis.

Vasan Eye Care Hospital.

July 2015 - February 2016

Roles and Responsibilities: I worked as Floor Coordinator where I coordinated with the patients and the doctor.

- My responsibilities included helping patients understand the
- Help allot rooms to the patients, verifying the room allotments.
- Meeting the patients time-to-time to ensure they understand the amenities provided, sharing the contact details and informing the nurses or doctors.
- I also helped them book upcoming visits and attend to any of their queries.

Exide Life Insurance

March 2016 - December 2016

Roles and Responsibilities: I worked as Business Associate, where our responsibilities includes explaining customers the different benefit of Life Insurance and help customers them choose the best fitted life insurance for them.

SUMMER INTERNSHIP

Rabindranath Tagore Hospital

Mission of Mercy Hospital

B. P. Poddar Hospital & Medical Research Cente

Medica Superspeciality Hospital

SKILLS

- Providing Exceptional Service
 - Building Loyal Customer Relationships
 - Problem Solving
 - Dynamic customer service professional experienced in both call-center and retail store settings.
 - Productive relationship builder
 - Excel at listening to customer needs
 - Articulating product benefits and creating solutions that provide value to the customer.
 - Highly professional, dependable, reliable and able to perform duties with minimal supervision.
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