

Nikhila Nair

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Thane , Maharashtra

Summary

An incisive result-oriented professional with more than 15 years of experience in healthcare domain in a fast-paced service-oriented environment. A talented facilitator with exceptional Data Management & Counselling skills and proven ability to define and execute various projects.

Experience

Customer Support/ Project Co-ordinator

Saarathi Healthcare Pvt Ltd • Thane Maharashtra

03/2021 - Present

- **Providing on call assistance to the diabetic patients and helping in troubleshooting Medtronic Insulin pumps and providing relevant information regarding the same.**
- Defining program deliverables based on company KPIs and helping the team of counsellors to achieve them.
- Maintaining the records in the form of documents as per client's requirement for the audit purpose.
- Oversees, regulates and leads various camps and is a single contact point for the clients
- Achieving the call average set by Saarathi so that all the patients on a particular program are touch as per the set criteria.
- Enrolling all new patients on the program after validating their credentials in accordance with the data sent by the clients in a prescribed period.
- Regular follow up with all existing patients and reporting about the same to the respective PL. Also report the dropouts on a regular basis with the reasons of drop outs.

Nutritionist/ Assistant Manager

Anjali Mukerjees Health Total • Mumbai ,Maharashtra

05/2010 - 03/2020

- Instruct clients in proper meal preparations and diet therapies.
 - Analyse client eating habits and outline areas for improvement.
 - Educate client on long term health benefits of balanced diets and exercise programs.
 - Work one on one with clients and in groups on nutrition improvement plan
 - Establish and maintain thorough nutritional record and information (ideal body weight w.r.t BMI & BMR) and effective client relationship.
 - Promote diet plans and support wellness to generate revenue for the business
 - Held Nutrition workshops to support client progress and introduce new concepts ensuring all queries are resolved in time based on the SLA
 - Spearheading and driving the Center business by leading the sales and continuous follow ups with clients
 - Assisting the Head – Nutritionist and Doctors to ensure timely consultation to the clients
 - Responsible for the entire operations of the Center viz. record of the products, account reports etc.
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Skills

Customer service, Time management, Computer literacy, Communication skills, Documentation review

Education

Post Graduate Diploma in Nutrition and Dietetics

IHMCTAN • Mumbai

04/2007

BSc in Microbiology

Mumbai University • Mumbai
03/2006

Languages

English, Hindi, Marathi, Malayalam

Certificates

Certified Diabetes Educator