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|  | Objectives  To obtain the position in your company where I can apply my education along with 33.5 + years of experience in various fields(departments) and provide clients with a high quality customer service and support.  Education  B.Com from M.S.University  Diploma in Industrial and Personnel Management  Diploma in Export- Import Management  Diploma in Computers  **Career Summary**  A innovative thinker with excellent self motivational spirit .  Excellent in customer satisfaction.  Excellent in co-ordination  Like to explore new tools and technologies and take up new challenges.  .  **Personality Traits**  Strong self motivational skills  Good communication skills  Like to work in pressure situations  **Key Responsibilities Handled**  Hire, train, evaluate, and discharge staff, and resolve personnel grievances.  Preparing personnel records.  Plan, direct, and coordinate the activities of clients order and timely execution of the same.  Attend Business Meetings.  Organized personal and professional calendars and supplied reminders of meetings and events.  Assessed customers’ needs and requirements and formulated action plans to achieve them.  Have aided in Kaizen Team and QCC (Quality Control Circle) team  Experience   * Working as Deputy Manager Marketing (Administration) in NH Health City, Bommasandra, from end July 2019, till date. Key Responsibilites - Interacting with Patients day to day and trying to convert op patient to ip patients, Tracking patients from OP to IP, Revenue Generated , Following up on high end cases, giving support to patient by guiding them on various schemes available (like Bajaj EMI scheme, Crowd funding etc) so that an opportunity is created to convert potential op patient to ip patient, tracking ambulance and revenue generated through them, tracking digital marketing and revenue generated through same, tracking referrals and guiding patients as per their requirement , helping out in CME by inviting Drs to attend the same and interacting with Drs, as and when required for conversion purpose, tracking Out reach OPD and Camps data month on month and comparing the same with expenses, followup with Oncology patients, finding out status on their HLA reports, coordinating with Doctors and patients on full match for BMT and followup with patients who have not matched and give them options for HAPLO match. Coordinating with call centers to resolve patient query and if possible to convert into positive patient. Handling Expert Opinion by bridging the gap between Drs and patients seeking 2nd opinion. Have successfully completed Cancer Care Campaign driven by NH in Feb. * Worked as Factory Incharge - Shyamprabha Packaging,Manipal (Udupi) Key Responsibilities - Recruitment, Production planning and coordination, Timely Dispatch of Orders, Followup up on new orders, Followup on payments,Help in Participating in TENDER, Costing, Ideas for cost reduction etc. * Worked as Asst Manager – HR & Admin in Baroda in a pvt firm. Key Responsibilities – Recruitment, Training, Employer-Employee Relationship. Was also assisting Marketing Team in payment collection and C form collections, helping production department in maintaining cylinder records, assisting MR in audits etc. * Worked as “Deputy Manager – Customer Relationship @ ”Manjushree Technopack ltd – Bangalore”.   Key Responsibilities - Independently handling MNC customers, such as Cadbury,  Nestle, Tata Tea, G.D.Pharmaceuticals, PepsiCo, TTK, Diageo, Gowardhan Ghee  (Parag Milk Foods), British Biological and so on.  Responsible for their timely order execution, payment follow ups, C form follow ups  and time to time customer support.   * Worked as “Office Manager” in The Eclectic Magazine – Guwahati   Key ResponsibilitiesUsed to handle total office management and also used to do  proof reading in absence of proof reader.   * Worked as a coordinator for a new plant (from building construction to machine erection) in Manipal. * Worked as C.S.A in Dubai for one and half year   Achieved best customer service employee certificate within two months of joining.   * Worked in office in Jain College/Jain Internation Residential School as councellor. * Worked as Secretary to G.M - Guardian Plasticote Ltd, Vapi,Gujarat.   Also helped him in conducting day to day activities of Rotary Club.(He was then the  President and our club won 18 awards of 20 awards for good follow-up and  communication. I won an appreciation award from Rotary Club and Inner Wheel  Club.   * Worked as Secretary to G.M - Paper Products Limted,Silvassa, Gujarat.   During this small tenure I was incharge of VSNL (with co- operation from Mumbai  Office), communication with clients for despatching the orders and was also  assisting in administration department.   * Worked as Secretary to G.M - Contemporary Packaging Technologies Ltd sister concern of ITC Ltd) - Baroda, Gujarat.   Was also working in administration department and was solely responsible for  appointment letter preparation, salary, wages, bonus and P.F returns preparation.  Was also assisting in Safety Dept.     * Worked as Secretary to Factory Manager Milton Plastics Ltd.- Halol-Baroda.   Was also co-ordinating with Despatch Dept.,Q.C.Dept.,rodn.Dept., and Materials  Dept.Was responsible for making monthly reports for semi-finished goods, finished  goods and materials-in-transit. |
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