

RUMA LAMBA

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SUMMARY

- Was associated with **SEHGAL NEO HOSPITAL** as Front Office Executive.
- Was associated with **LATIKA ARYA SKIN CLINIC** as Front Office Executive.
- Worked in Beauty Clinic in **LONDON, UNITED KINGDOM** as Front Desk.
- Experience in handling Walk In as well as Telephonic Clients & solving their queries for better business deals.
- Believe in positive attitude towards work.
- Excellent communication & interpersonal skills with pleasing personality, amicable manners & proven abilities in managing customer relationship with quality.
- Seeking good level assignments in Service Sector with growth oriented organization & highly accomplished professional with nearly more than 6 years of extensive experience in managing CLIENT RELATIONSHIP & ADMINISTRATION.

ORGANISATIONAL SCAN

- **Jan 2017 to Dec 2017 with SEHGAL NEO HOSPITAL, Meera Bagh, Paschim Vihar, New Delhi as Front Office Executive.**

Key Responsibilities:

- Interaction with patients related to their queries on phone as well as face to face.
- Receiving calls & giving appointments in software to patients on day to day basis with all in house & out house Doctors.
- Giving proper information to patients related to doctor's timings, fee structure.
- Coordinating appointments of patients with Doctors.
- Inviting Doctor's CME
- Making Receipts of payments.
- Handling Cash & Credit Card Machine.
- Supervising Hospital Toilet's also on Day to Day Basis for Cleanliness & reporting to Administration Manager.

- **May 2016 to Dec 2016 with LATIKA ARYA SKIN CLINIC, New Delhi as Front Office Executive.**

Key Responsibilities:

- Interaction with patients related to their queries on phone as well as face to face
- Receiving calls & giving appointments in software to patients on day to day basis and doing follow ups by calling them.
- Giving proper information to patients related to doctor's timings, fee structure.
- Making Receipts of payments.
- Handling Cash & Credit Card Machine.
- Selling Laser hair removal and other beauty treatments to men and women.
- Maintaining all office and patient's balance record in MS-Excel sheet.
- Handling general administration and reception area.

➤ **JULY 2012 TO FEB 2015 WITH SETHI APPARELS(DOMESTIC EXPORT HOUSE , MANUFACTURING OF BRAND CAVIAR – MEN T SHIRTS & JACKETS) NARAINA , DELHI AS FRONT DESK CUM ADMINISTRATOR**

Key Responsibilities:

- Interaction with clients related to their issues on phone as well as face to face.
- Coordinating appointments of clients with CEO of the Company.
- Maintaining the records of Incoming & Outgoing Couriers.
- Handling , Messaging the parties about their dispatch in Delhi , Uttar Pradesh , Uttarkhand & Punjab & taking care of their payments too by doing the follow up's with them.
- Follow up with Transporters about the Product dispatch to the parties in UP, UK & Punjab.
- Handling Trademarks, ESI & Bank queries & General administration like day to day cash, Advance payments of staff, Leave applications & AMC's of machines like EPABX/AARO/CCTV/A.C./Water cooler/Generator.

➤ **March 2011 to June 2012 with IITM College (Affiliated to I.P. University) Janakpuri, New Delhi as a Front Desk Officer.**

Key Responsibilities:

- Handling EPABX with Front desk Management like taking care of walk in & telephonic enquiries of students & parents for the course.
- Coordinating appointments for senior management.
- Maintaining the records of incoming & outgoing couriers.
- Getting the student's enquiry form filled (hard copy) of the Programme's offered & then saving the data as a soft copy for future transactions for counsellor's.
- Handling students across the campus. Maintaining discipline, cleanliness & ambience at the reception area.
- Handling the Admission Forms filled & Dealing with student & parent's enquiry & guiding them to the right department.

➤ **March 2001 to February 2003 & March 2005 to July 2006 with American Cosmetic Lazer Centre , Greater Kailash – I , New Delhi as Front Office Manager.**

Key Responsibilities:

- Interaction with patients related to their queries on phone as well as face to face.
- Giving appointments for Lazer Hair Removal & other skin treatments to patients.
- Handling general administration & reception area.
- Coordinating Visitor's requirements.
- General Management of the clinic.
- Maintenance of Cash & Invoicing.
- Maintenance of all Patient & Office records.

➤ **March 2003 to Feb. 2005 with Ellipse clinic, London (U.K.) as Front office Executive.**

Key Responsibilities:

- Coordinating visitor's requirements & directing them to the concerned person related to their queries.
- Handling patient's calls & dealing with general enquiries.
- Coordinating appointments of patients with various Doctors.
- Maintaining clinical records of the patients.
- Handling patient calls, dealing with enquiries & giving appointments.
- Selling Laser hair removal & other beauty treatments to men & women.

- Managing the clinic & coordinating with visitor's requirements.
- Maintaining cash & invoicing.
- Maintaining all patient's & office records.
- Handling general administration & reception area.

ACADEMIC

- B.A. from Delhi University in 1994.
- Class 12th Humanities from Guru Teg Bahadur Public School, Model Town, New Delhi in 1991.
- Class 10th schooling from Delhi Public School, Mathura Road, New Delhi in 1989 (Entire Schooling except 12th)

IT SKILLS

- Well versed with Outlook, MS-Word, MS-Excel and Internet Applications.

PERSONAL INFORMATION

Date of Birth	:	01 st Nov. 1973.
Language Known	:	English, Hindi, Punjabi
Alternate Number	:	9212063522
Marital status	:	Married

Place: New Delhi

Date :

(Ruma Lamba)