BAISAKHI MANDAL

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Berhampore, West Bengal 742101

**Professional Summary**

Highly motivated and positive individual with organizational and communication skills. Customer/patient care service master and efficient problem solver. Deftly manage administrative functions of the practice. Provide thorough answers and solutions and provide an exceptional customer/patient experience.

**Skills**

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| --- | --- | --- |
| * Computer skills * Medical Records Management |  | * Data entry * Outpatient care |

**Work History**

05/2018 - Current **Computer** **Teaching** **Assistant** | Judge Court More Youth Computer Training Centre - Berhampore, West Bengal

* Distributed learning materials such as worksheets, textbooks and supplemental activities
* Assisted and mentored students in groups of up to Fifteen by reviewing lesson teachings and practical computer classes
* Supported classroom activities, including tutoring, grading homework and reviewing exams
* Took attendance, and maintained student records to assist teachers with administrative tasks and maintain smooth daily operations

02/2015 - 03/2018 **Patient Counselor** | Disha Eye Hospital Berhampore - Berhampore, West Bengal

* Worked with surgery patients to understand requirements according to their prescriptions and provide them best service
* Maintained records of appointments, packages and other inquiry through online data entry
* As a multitasking staff like receptionist provided suitable doctors according to their needs, helped to organize doctor's schedule of OPD and surgery, and maintained cash counter

01/2014 - 08/2014 **Assistant in Nursing** | Susrut Eye Foundation & Research Centre - Saltlake, West Bengal

* Cared for patient in OT and ward, assisted doctors in eye surgery, laid out table with instruments before surgery

**Education**

IGNOU , Jiaganj, WB Master of Arts: English Literature 2010

Berhampore Girls' College, Berhampore, WB Bachelor of Arts: General 2007

Gorabazar Silpamandir Girls' High School, Berhampore, WB High School Diploma: 2003

**Date of Birth:** 11/05/1985