

KARISHMA DHINGRA

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Office Administration/Coordination/Team- Management

OBJECTIVE

To be a part of an organization for a challenging career providing an opportunity to achieve professional excellence and contribute significantly to accomplish established objectives leading to the success of the Company.

SKILLS

- Effective communication and Interpersonal skills
- Quick learner and can work independently
- Result and target oriented
- Leadership
- Self-motivated and experienced at work in different fields
- Positive attitude

CAREER HIGHLIGHTS

Currently Working with Guidehouse India Pvt. Ltd. Trivandrum Kerala, from November 18th 2021 as Associate in EBO Hospital (Health Care Dept.).

Overview :

- ❖ Working on self-pay accounts in day shift. Payment posting is the critical part of the medical billing process as it enables the health care service provider to monitor its incoming payments. Its software driven approach that most industries prefer to speed up the medical billing process for a consistent revenue stream.
- ❖ Guidehouse India provides solutions to clients with healthcare & technology solutions. It has team of experienced professionals. It has offices in Kerala and Tamil Nadu.
- ❖ Guidehouse India focus on quality, performance and client relationship.

From March 2012 till February 2018 with M/S Mohammed Tayyeb Khoory Real Estate L.L.C (Dubai U.A.E) as Executive Secretary

Key Deliverables:

- I. In charge of all administrative duties as well as maintaining all administrative files systematically.
- II. Serve as personal assistant to the Manager, to handle and manage his appointments, screening all incoming calls and to welcome all walk-in-clients or visitors.
- III. To coordinate all related work administer by the Manager to the Sales Coordinators, to Accounts and also to other concerned departments respectively.
- IV. Verifying the documents /papers duly forwarded thru Sales, Maintenance and Accounts department prior to putting on to the Manager for his signatures/approval.

- V. To communicate with Tenants in oral and written approach on different matters including requests, complaints and approvals as required accordingly.
- VI. In charge of staff attendance, short leave and sick leave.
- VII. To prepare Employee Annual Vacation report.
- VIII. In charge for paying Govt. Tax for all sublease tenants and also to renew Govt. Lands in Dubai Real Estate Cooperation (DREC), regular follow up with DREC to get the renewed Main Lease Contracts.
- IX. To do the inventory; in-charge for replenishment of stationery and other office supplies.
- X. Monitor with Sales Coordinators for the weekly report of vacating and vacant properties.
- XI. To perform other tasks that the whole department/team may require.
- XII. Responsible for administration work which includes: preparing Notice for Tenants, Inter office Communication and Official Memos for implementing new operational procedures and/or other related office proceedings.
- XIII. To prepare other correspondence that the Manager may require any time. Respond to all incoming emails/ letters.
- XIV. To coordinate with Admin Manager/ Legal Department regarding request for filing legal cases against tenant's with recurring dishonored cheque.
- XV. To line up candidates and to conduct preliminary interviews. Administer manpower need to the personnel department.
- XVI. Design and schedule Advertisement for advertising vacating and vacant properties.

From August 2010 till August 2011 with Harley-Davidson (Chandigarh –India) as Executive Admin/HR

Key Deliverables:

- I. Responsible for overall HR activities like staff recruitment, job briefing, remuneration and other HR related work.
- II. Administration work which includes managing facilities, security, vendors and other administration activities.
- III. Responsible for overall operations of the office.
- IV. To do internal merchandise audit.
- V. To ensure that all the customer queries get addressed properly.
- VI. Responsible for handling customer issues in coordination with all departments, includes of merchandise, motor bike accessories and sales department.
- VII. Ensuring quick resolution for queries and grievances up to client/customer satisfaction level and sustain client/customer relations.
- VIII. To inspect complaints and their feedback to respective divisions and implementing effective strategies to maximize customer satisfaction.

From September 2008 till July 2010 with Larsen &Toubro Finance Limited (Chandigarh-India) as Regional Coordinator

Key Deliverables:

- I. Handling operations job for Insurance Department.
- II. Processing cover notes and dispatching the same to Head Office.
- III. Dealing with customers regarding insurance related issues.
- IV. To report daily MIS to Regional Sales Manager and Head Office.
- V. Maintaining customer data to follow up for renewals.
- VI. To assist the Regional Head in drafting the emails for internal and external correspondence.
- VII. To assist the Regional Head for scheduling his appointments and tour/travels.
- VIII. To generate leads for sales team of existing and new customers.
- IX. Coordination with executives and associates regarding insurance and policies (new /renewals).

From October 2005 till September 2008 with HDFC Bank Ltd. (Shimla-India) as Team Leader

Key Deliverables:

- I. Processing of Saving Account Opening Forms, Demat Accounts and Fixed Deposit's.
- II. Dealing with customers regarding insurance and Mutual Funds.
- III. To report daily MIS to Sales Manager and Branch Head.
- IV. To coordinate with customer sales executives regarding any issue associated with account opening.
- V. Handling customers and their queries.
- VI. To assist the Sales Manager in drafting the emails for internal and external correspondence.

EDUCATIONAL CREDENTIALS

2004-2005	Post Graduation Diploma in Computers Application from MCRP University Bhopal
2000-2003	GNIIT from National Institute of Information Technology
2000-2003	Bachelor Degree in Arts from Himachal Pradesh University

COMPUTER SKILLS:

MS Office Applications
Internet and Email Application

PERSONAL INFORMATION:

Date of Birth	:	16 th July, 1982
Civil Status	:	Single
Nationality	:	Indian
Languages known	:	English, Hindi and Punjabi

Any other documents/certificates shall be provided on request for reference.

DECLARATION:

I hereby declare that the above mentioned details are true to the best of my knowledge and belief.

