



CONTACT

📞 971522970498

✉ sheethalravindran8848@gmail.com

📍 SHARJAH, UAE

CORE QUALIFICATIONS

- ☐ Valid UAE Driving License.
- ☐ Effective in Handling Administrative Tasks
- ☐ Great Understanding of Medical Terminology and Applications.
- ☐ Excellent Time Management and efficient in all tasks.
- ☐ Genuine passion for providing the highest level of customer service.
- ☐ Customer service skills to include: Diplomacy, Patience, problem Solving
- ☐ Proficient in computer programs.

SHEETHAL VEE KAY

Accomplished and reliable admin cum document controller with 4 years of experience and skills gained from UAE & India. I hold a Bachelor of Business Administration (BBA) and certifications from Airlines and Airport management. I have consistently exceeded expectations with hard work & constant learning.

EXPERIENCE

GUEST SERVICE OFFICER

Thumbay Hospital UAE – SHARJAH, UAE (01/2021 - Current)

- ☐ Serves patients by greeting and helping them, scheduling appointments, and maintaining records and accounts
- ☐ Welcomes patients and visitors in person or on the telephone, and answering or referring inquiries.
- ☐ Comforts patients by anticipating patients anxieties, answering patients questions, and maintaining the reception area.
- ☐ Obtains revenue by recording and updating financial information, recording and collecting patient charges, controlling credit extended to patients, and filing, collecting and expediting third- party claims.
- ☐ Manage office supply inventories; Place order and receive deliveries also organize supplies in stock room ensure insurance & payment documentations are completed according to established criteria

WORKED AT EZ LOGISTICS as Business Development

- ☐ Develop a new business prospect listing to ensure that future new business development is planned in advance.
- ☐ Maintain close working relationships with the customer Service, Operations and contact.
- ☐ Focus on winning and keeping profitable business manage and coordinate all commercial activities of defined vertical group of customers with the customer service team, in line with the company's short and long term results & targets.
- ☐ Develop SOP's for strategic Accounts in association with site Manager, Operations Manager, IT Manager and associates internal colleagues where applicable, to detail all processes, rate structure, capturing of customer identified KPI's.

LANGUAGES KNOWN

- ☐ English
- ☐ Hindi
- ☐ Tamil
- ☐ Malayalam
- ☐ Kannada

CSH AT KUWAIT AIRLINES (12/2019 TO 06/2020)

- ☐ Assists in training and mentoring operations Agents, Customer Service Agents and
- ☐ Skycaps to ensure awareness of appropriate regulations, procedures, and company policies
- ☐ Sets clear expectations on daily assignments and procedures or process changes to Employees
- ☐ Recognizes Team member achievements and ensures appropriate and effective coaching/ accountability is delivered to address performance shortcomings.

CUSTOMER CARE ASSOCIATE (10/2018- To 11/2019)

Aditya Birla

- ☐ Manage daily operations of store and ensure sales targets are met, customer interaction, Cash management, Store Hygiene & VM Employee Training & growth Assigns duties to relevant employees Track and manage inventory at store.
- ☐ Cross-selling Products to increase purchase amounts.
- ☐ Invoicing clients and processing payments by cash or cards.
- ☐ Maintaining and developing relationships with existing customers.
- ☐ Ensuring seamless customer service and adviser support also quick complainer resolution.

EDUCATIONAL QUALIFICATION

B.B.A Airlines and Airport Management -2017

Bharathiyar University
Coimbatore, India

Higher Secondary -2014

Board of Higher Secondary Examination, Kerala
KMHSS Kottakkal, Vadakara
Kerala, India

Matriculation (CBSE) - 2012

MES Public School
Kerala, India
