

## **Resume**

E.Jenifur Victoria

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### **CAREER OBJECTIVE:**

To obtain a challenging and competitive professional career and excel in offering the best service using interpersonal abilities, creativity, and teamwork.

### **EDUCATION QUALIFICATION:**

Bsc Nutrition and Dietetics, Year: 2005 to 2008 Bharath college of Arts and Science affiliated to Bharathidasan University, Trichy.

### **PROFESSIONAL QUALIFICATION:**

BTEC HNC in Hospitality, Air travel management and customer care course in frankfinn institute of Airhostess training. Trichy.

### **SKILLS AND COMPETENCIES:**

- Communication skills
- Managing skills,
- Leadership skills
- Problem solving skills

### **WORK EXPERIENCE:**

Total 8 years of Experience both in Healthcare and Airline Industry.

A] Dr. Shyams Ayurveda Centre. Dubai working as a Guest Relation Executive from Nov 2016 to Mar 2020.

Roles and Responsibilities:

- To Scheduled appointments.
- Petty cash handling, accounts clearance.

- Update monthly Revenue report to Management.
- To prepare the daily sale report and Monthly report.
- To make follow calls to fix appointment.
- To maintain Inventory stock of medicine in a weekly basis
- Preparing staff Performance Chart.
- To Prepare Medical claim for patient and confirm with Insurance.
- Operation duties.
- Maintaining Records of patients.
- Admin Related duties.
- To Survey and Audit Quality Operation.
- To Maintain and Update company Policy, Agreement
- To maintain Audit files.
- To process visa and license of the employees.
- To maintain immigration process for all employees.

B] Parvathy Ortho Hospital Private Ltd. Chennai. Worked as a Front Office in charge from 12th Feb 2015 to 1st May 2016.

Roles & Responsibilities:

- Receiving and Registration of patient
- Create unique hospital identification (UHID) of patients.
- To guide patients to consult doctor.
- To prepare monthly duty roaster
- To arrange duty allocation for staffs
- To prepare OPD daily reports and updating to chairman
- To maintain patient documentation.
- Checking daily patient's feedback forms.
- To given training to staff, regarding patient care service
- To fix appointments for doctor

C] Jet Airways India ltd. Chennai Airport as a Security Executive from May 2012 to July 2014

Roles & Responsibilities:

- Greeting the passenger

- Check in passenger
- Baggage make up area duties. ▪ Preflight checking and Clearance.
- Supervising While loading cargo segments.
- Guarding the aircraft
- . ▪ Reporting flight detail to head office.
- Control room duties.

DJ Global Hospital and Health city. Chennai as a Front office Executive from July 2010 to April 2012. Roles & Responsibilities:

- Receiving and Registration of patient
- Coordinating patient to consult Doctor. ▪ To manage phone calls.
- To maintain all front office related files and documents.
- To find out patient problem and solving
- To guide patients to consult doctor.
- To Prepare Insurance Claim papers
- To Prepare Summary of Patient details.

#### **Achievements:**

- Attending Dubai Outpatient Clinic Quality Standard Orientation organized by Dubai Health care city Regulatory(DHCR)
- Participating the survey contacted by Dubai Health care city Regulatory and Got passed.

#### **PERSONAL PROFILE**

Father name: Mr.P. Esakki

Gender: Female

Marital Status: Single

Nationality: Indian

Date of Birth: 08-11-1987

Contact details : NO:13,Nachiyar koil street , woraiyur, Trichy-620003

**PASSPORT DETAILS:**

Passport No : P1375977

Date of issue : 17/11/2016

Date of expiry : 16/11/2026

**DECLARATION**

I hereby affirm that all the information endowed above is true till my awareness and I bear the responsibility for the correctness of the above-mentioned details

Yours Sincerely,

E.Jenifur Victoria