



# GEORGE KUTTY VARGHESE

RECEPTION ADMIN/OPERATIONS

+971 505688907



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## PROFESSIONAL PROFILE

Accomplished and result-driven professional with 9+ years of gulf experience in administration and office. Equipped with a record of success on process improvement, combined with demonstrated abilities in defining innovative solutions and methodologies distinguished by accelerated advancement process in different organizations.

## EDUCATION

Bachelor of Hotel Management (2013)  
Bharathidasan University, Thiruchirappalli,  
India.

Higher Secondary (2010)  
St. Stephen's Higher Secondary School,  
Kerala, India

## CORE SKILLS

- Written communication
- Verbal communication
- Organization
- Time management
- Attention to detail
- Problem-solving
- Technology
- Independence

## LANGUAGES

ENGLISH – HINDI- MALAYALAM

## PERSONAL INFO

- Date of Birth: 10/Sept/1992
- Nationality: Indian
- Marital status: Single

## TECHNICAL SKILLS

- MS-Office (Excel, Word, PowerPoint, Outlook)
- Database management
- Accurate data entry
- Common operating System

## Occupational Contour

### Admin/ Receptionist

### Advanced Care Medical Center-Dubai

### Sep 2022- Present

- Welcoming patients, pharmaceutical representatives and vendors on the telephone and in-person visitors and answering patient inquiries.
- Scheduling appointments for patients.
- Maintaining records and accounts of patients.
- Assisting patients in filling in medical forms.
- Processing different payments for patients.
- Transcribing physician notes.
- Answering multi-line phone and transferring calls to direct and departments.
- Maintaining the confidentiality of patient and doctor's information.
- Preparing customer bills and specimen labels for the next day's patient.
- Keeping track of office supplies, inventories and placing orders as necessary.
- Ensuring maintenance of the reception area.
- Updating patient insurance information.



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## CAREER SUMMARY



### VPS Healthcare

Fit-Out Admin & Call Center Executive-  
PROJECT BASED

### COVID-19 PROJECT UNDER DOH

#### LLH Hospital Musaffah- Abu Dhabi

**Jan 2022- Aug 2022**

Maintaining a positive, empathetic, and professional attitude toward customers at all times.

Answering or making calls to patients to ask about their COVID-19-Health situations.

Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.

Engaging in active listening with COVID-19 patients, confirming or clarifying information regarding their symptoms.

Arranging the COVID 19 quarantine locations based on customer convenience and hospital availability.

Building lasting relationships with customers and other call center team members based on trust and reliability.

Utilizing software, databases, scripts, and tools appropriately to identify COVID-19 patients close contacts.

Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.

Taking part in training and other learning opportunities to expand knowledge of company and position.

Adhering to all company policies and procedures.

### Receptionist

#### Slider Station – Gastronomica General Trading L.L.C - Muscat, Oman

**Dec 2018 to Oct 2021**

Greet clients and visitors with a positive, helpful attitude.

Assisting clients in finding their way around the office.

Announcing clients as necessary.

Helping maintain workplace security by issuing, checking, and collecting badges as necessary and maintaining visitor logs.

Assisting with a variety of administrative tasks including copying, faxing, taking notes, and making travel plans.

Preparing meeting and training rooms.

Answering phones in a professional manner, and routing calls as necessary.

Assisting colleagues with administrative tasks.

Performing ad-hoc administrative duties.

Answering, forwarding, and screening phone calls.

Sorting and distributing mail.

Hiring, managing, and developing the junior administrative team.

Provide excellent customer service.

Scheduling appointments.



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## **Executive- Guest Relation**

### **The PGS Vedanta, Cochin**

**Dec 2016 to Nov 2018**

Greeting guests upon arrival and making them feel welcomed.

Administering check-ins and check-outs.

Providing front desk services to guests.

Assigning rooms and taking care of administrative duties.

Delivering mail and messages.

Processing guest payments.

Coordinating with bell service and staff management.

Being a source of information to guests on various matters such as transport and restaurant advice.

Processing meal and beverage requests.

Accommodating general and unique requests.

Diffusing conflict or tense situations with guests.

## **Cashier**

### **Mr. Baker- Kuwait**

**May 2014 to May 2016**

Provides a positive customer experience with fair, friendly, and courteous service.

Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.

Resolves customer issues and answers questions.

Bags purchases if needed.

Processes return transactions.

Itemizes and totals purchases by recording prices, departments, taxable and nontaxable items; and operating a cash register.

Enters price changes by referring to price sheets and special sale bulletins.

Discounts purchases by redeeming coupons.

Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers.

Verifies credit acceptance by reviewing and recording driver's license number; and operating credit card authorization systems.

Balances cash drawer by counting cash at beginning and end of work shift.

Provides pricing information by answering questions.

Maintains checkout operations by following policies and procedures and reporting needed changes.

Maintains a safe and clean working environment by complying with procedures, rules, and regulations.

Contributes to team effort by accomplishing related results as needed