

Suvi Karthika

Mob. No. : +971 556852521

E-mail : suvikarthika1993@gmail.com



Profile: Administration & Customer Support Specialist

A passionate, organized and well-informed professional and utilizing my Management, Customer Relationship, Organization and Communications skills to the benefit of customer retention and business growth. I am Goal and results oriented; a Cross-functional team-builder and Dedicated problem solver with solid follow-through. Dependable and an Exceptional public speaker and meeting facilitator; especially for presentations and webinars

Additional areas of expertise include

- ✓ Customer Relationship Management
- ✓ Administration and customer query handling
- ✓ Contract Negotiations
- ✓ Communicating with customers, making outbound calls to potential customers
- ✓ Understanding customers' needs and identification of process optimization

Professional Experience

Designation: Administration & Operations In charge

Organization: Virtual Cloud

February 2019 – April 2022

Web Site: www.vcinfotech.ae

Duties and Responsibilities

- ✓ Manage daily Business Operations, Administrative Services; including day-to-day operations for the organization.
- ✓ Performed all purchasing and material scheduling required by company sales activity and maintain control of materials and office equipments inventory.
- ✓ Ensure effective functionality of Technology, Operations and Human Resources.
- ✓ Analyzed and advised management on effectiveness of policy and procedure and made recommendations.
- ✓ Create complex project plans, managed simultaneously with risk assessments
- ✓ Identify staffing resources, work plans and schedules.
- ✓ Negotiate contracts and Manage Travel arrangements for personnel and project subcontractors.
- ✓ Create documentation for administrative operations, procedures, policies; vendor and public communications
- ✓ Generate weekly reports in SFA system and providing Sales managers with analysis of weekly team performance.
- ✓ Prepared and maintained all files necessary for the smooth operation of the department.
- ✓ Performed advanced bookkeeping and administrative duties
- ✓ Respond to complaints from customers and give after-sales support when requested.
- ✓ Create and maintain prospective / existing client records.
- ✓ Contact and follow up with existing customers and channel partners to ensure timely support/maintenance contract renewal.

Designation: Administration Assistant

Organization: Pushpagiri Medical College Hospital

June 2015 – October 2018

Web Site: www.pushpagiri.in

Duties and Responsibilities

- ✓ Assist customers on their enquiries over the telephone (eg. Book appointments, Schedule /Reschedule / cancel and confirms appointments etc)
- ✓ Help in Registration form and Insurance form completion process
- ✓ Assist patients to complete all necessary forms and documentation including medical insurance
- ✓ Manage staffing in accordance with program specific workflow (i.e. down-staffing, up-staffing)
- ✓ Provides regular supervision and mentorship over subordinate staff
- ✓ Continue to improve and enhance our services to customers

- ✓ Budgeting of expenses duly so that financial aspects of hospital management do not suffer.
- ✓ Provides assistance to physician office staff and patients to complete and submit all necessary insurance forms and program applications
- ✓ Check with Insurance Coordinator for cases requiring approvals
- ✓ Serve as a liaison among governing boards, medical staff, and department managers

Education

- 2011 – 2015** **B.Tech in Electronics And Communication Engineering**
Musaliar College Of Engineering And Technology, Pathanamthitta`
- 2010 – 2011** **Higher Secondary**
Cherupushpa Bethany Senior Secondary School, Alappuzha
- 2009** **Senior Secondary**
Cherupushpa Bethany Senior Secondary School, Alappuzha
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Strength

- ✓ Able to multi-task and work well under pressure
 - ✓ Good writing skills
 - ✓ Strong team player with good integrity
 - ✓ Strong knowledge of all office software (Excel, PowerPoint, Word)
 - ✓ Hardworking.
 - ✓ Optimistic.
 - ✓ Good time manager.
 - ✓ Excellent patience in work.
 - ✓ Quick learner
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Personnel Information

- DOB - 28 February 1993
 - Gender - Female
 - Marital Status - Married
 - Linguistic Proficiency - English, Malayalam
 - Passport Number - R0556247 (Date of Expiry: 01/06/2027)
 - Visa Status- Residence Visa
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Declaration

All the above statements are true to the best of my knowledge. Further references will be furnished upon Request Thanking you in anticipation and awaiting your positive response.

Place: Dubai

Suvi Karthika