

VISHNU K VIJAYAKUMAR

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Date of Birth: 17th September 1991

Marital Status: Single

Employment Visa (Immediate Joining)



Profile

Looking forward for a role in Administration where my **4 years** of consistent experience in **Administration** and **Customer Service** can easily be transferable

Professional Experience Snap Shot : 4 Years (2 years UAE experience)

<i>Al Fida Medical Centre ,Dubai</i>	<i>Admin / Customer Service</i>	<i>Mar 2017 – Till Date</i>
<i>Expressions FZC, Sharjah</i>	<i>Admin /Customer Service</i>	<i>Oct 2016– Jan 2017</i>
<i>VKC Footwear's, India</i>	<i>HR /Customer Service</i>	<i>Mar 2016- Sep 2016</i>
<i>Al Salama Hospital, India</i>	<i>HR / Customer Service</i>	<i>Sep 2014 -Mar 2016</i>

Al Fida Medical Centre, Dubai, UAE : Mar 2017–Till Date

Administrative Coordinator / Customer Service (1 year and 9 months)

- Providing a professional front-office service to patients, visitors and staff, including meeting and greeting, works as Professional Patient coordinator
- Handling Activation, renewal, Cancellation of the Medical Insurance, Doctors/Nurses License, Trade License, Facility License, WPS account opening procedure etc.
- Performing general office tasks including answering phone calls, emails and filing.
- Developing Social Media marketing plans, Internal & External Marketing strategies
- Assisting in producing invoices and handling large amount of cash.
- Preparing reports : Tracking Attendance, Daily & Monthly Statement reports
- Handling VAT Registration , Quarterly VAT Returns filing, Documenting Invoices,etc
- Coordinating with Insurance departments for approvals and claim submissions
- Managing patient's concerns and complaints. Doing Routine Secretarial works
- Handles DHA, MOH, HAAD Hospital / Clinic accreditation standards
- Represent the company at Ministry of Labour, Municipality, Tasheel, Embassies, etc.



Expressions FZC, Sharjah, UAE : Oct 2016– Jan 2017

Administrative Coordinator / Customer Service (4 month Project)

- Ensures successful completion of Project within the Target time & cost
- Assisted the MD in areas involving his personal and confidential matters as Secretary
- Prepared weekly progress reports, submittal logs, Daily Attendance reports
- Assisting the Accountant and preparing LPOs
- Arrangement of courier services (incoming and outgoing)
- Ensure prompt ordering and stocking of office supplies
- Handling Routine HR & Admin Functions
- Preparation of BOQ and quotation
- Attending telephone calls, Emails and directing them to the appropriate departments
- Coordinated Project progression with various departments



VKC Footwears, Kerala ,India : March 2016 - Sep 2016

HR Officer / Customer Service Executive (7 Months)

- Listening to customer requirements and presenting appropriately,
 - Performing administrative and Employee support activities
 - Responding to incoming emails and phone enquiries,
 - Handling Provident Fund, ESI of Employees ,Daily Attendance Management
 - Assist in payroll preparation by providing relevant data (absences, bonus, OT, etc)
 - Handling hiring of candidates to various departments in optimal way
 - Coordination with other departments, handling employee grievances
 - Sending daily reports, Scheduling Meeting on weekly & monthly basis
 - Handling Routine HR & Admin Functions
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Al Salama Group of Hospitals, Kerala, India : Sep 2014 -March 2016

HR Executive / Customer Service (1 year and 2 months)

- Performing daily Greetings and checks in patients into a busy specialty department
 - Performing administrative and Healthcare support activities in Corporate office
 - Handling Receptionist, Guest Relations role - Front office Management
 - Handling insurance, plays the role of patient coordinator
 - Worked as a volunteer in various Medical Camps organized all over in India
 - scheduling Doctors/Nurses /staffs duty roaster ,Daily Attendance Management
 - Assisting in preparing monthly Payroll with the accounting department
 - Handling Routine HR & Admin Functions
 - Handling Provident Fund, ESI of Employees
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Educational Qualifications

- **MBA:** Master of Business Administration (Calicut University, Kerala, India) 2013-2015
 - **BBA :** Bachelor of Business Administration (Calicut University, Kerala, India) 2010-2013
 - **Senior Secondary Education** from CBSE, Delhi Board
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IT Skills

- Ms Word , Ms Excel, Ms PowerPoint
 - Software and Hardware Knowledge
 - Good Knowledge in Internet Browsing
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Project Work

- Two months Internship & Project from Al Salama Group of Hospitals, India on Effectiveness of Training on Employees Performance
 - One Month Project from Milma Dairy Plant, India on Customer satisfaction on Milma Products
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Hobbies

- Travelling, Reading

Nationality

- Indian

Languages Known

- English, Hindi, Malayalam and Tamil

Declaration

- I hereby declare all the above details are true and correct to the best of my knowledge and belief

Place: Dubai

Date: 28/11/2018

Yours Truly
Vishnu K Vijayakumar

