

# VISHNU K VIJAYAKUMAR

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**Date of Birth:** 17<sup>th</sup> 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 )**

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



### **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



**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

**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

**IT Skills**

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

**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

**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

