



ASWATHY K M

Mobile: 0566217363

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Date of Birth: 01/06/1997

Languages: English, Malayalam

Visa Status: Visit Visa

Passport No/ Expiry: W1909927/ 28-06-2032

Career Objective

To obtain a challenging and progressive position in an industry, where I can utilize my knowledge, hardworking capacity and creative thinking aid to achieve the industries goals and customer satisfaction.

Profile summary

- Enthusiastic and energetic self-starter who is decisive under stressful conditions
- Goal oriented and creative, able to work well independently and as a member of a team

Professional Experience

Medical trust hospital

Patient Relations Officer (PRO)

Jan 2021- Aug 2023

- To ensure effective coordination in the prompt delivery and smooth flow of all services to patients and bystanders in the assigned areas.
- Patients are properly briefed regarding the availing services and should be directed to each specific service area.
- The patients have to be guided regarding the priorities of the tests to be conducted. Inform them which investigation needs to be done first and set a pattern for them so that the rush at the counters can be reduced.
- Crowd management.
- Maintain good relationships with patients and bystanders.
- Coordinate health checkup packages.

KVM Super Specialty Hospital

Guest Relation Executive

June 2021- Nov 2021

- Maintain good relationships with the outpatients and their bystanders
- Provide relevant information regarding availability of doctors and their op timings
- Coordinate all the events conducted by the hospital
- Respond to public events and inquiries.

- To guide and direct the patients and bystanders to avail support services like X-Ray, ultrasound, pharmacy, etc. and also ensures that best services are given by the staff.
- Coordinate medical records department.
- Daily report submitting to the directors.
- Coordinate promotional activities.

Technical Skills

- MS Office Packages (Word, Excel, PowerPoint)
- Tally ERP 9.0
- Tally prime
- GST

Academic Qualification

- Master Of Business Administration from Kerala University India- 2018-2020
- Bachelor of Commerce from MG University India- 2014-2017

Certification

- Did one month internship at TORRY HARRIS SEA FOODS PVT LTD
- Did one month project "Study on Financial Health of Torry Harris"
- 100 hours on the job training at the office of assistant director co-operative audit.
- Participated in nationally acclaimed youth empowerment programme of All India Management Association (AIMA)
- Attend soft skill training by Muhammad ikan (Trainer)
- Did three months training for accounting.

References

- Available on request.

Declaration

I hereby solemnly declare that all the above-furnished details are true to the best of my knowledge.

Place: Abu Dhabi

ASWATHY K M