



ANITA JOSHI

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Al Nahda Sharjah. UAE



SUMMARY

Dedicated professional with a proven track record in both banking and healthcare administration, aiming to leverage my diverse skill set and experience to excel in a challenging and rewarding role. Seeking opportunities to contribute my expertise in client service, financial transactions, and administrative management to an organization committed to excellence and innovation. Eager to utilize my strong communication, problem-solving, and leadership abilities to drive operational efficiency, foster positive relationships, and deliver exceptional results.

EXPERTISE

- **Financial Services:** Proficient in banking operations, including cash handling, transaction processing, and customer service. Skilled in promoting financial products and services to meet customer needs.
- **Administrative Management:** Experienced in managing administrative functions in healthcare settings, including appointment scheduling, records management, and billing. Ability to ensure compliance with regulations and maintain confidentiality.
- **Communication:** Strong verbal and written communication skills, with the ability to interact effectively with clients, colleagues, and stakeholders. Capable of conveying complex information clearly and professionally.
- **Problem-Solving:** Demonstrated ability to identify issues, analyze problems, and implement effective solutions in a timely manner. Proactive approach to resolving challenges and improving processes.
- **Team Collaboration:** Adept at working collaboratively with diverse teams to achieve common goals and deliver exceptional results. Able to build positive relationships and contribute to a positive work environment.

EDUCATION

- **BACHELORS OF SCIENCE**
- Bilaspur University, India 2016-2017
- **MASTERS IN ARTS**
- Raipur University, India 2020-2021

FIELD OF INTEREST

- **Bank Teller/Cashier**
- **Administrator**
- **Customer Services**
- **Banking and Finance**

SKILLS

- Proficient in financial transactions processing
- Strong customer service and communication skills
- Excellent attention to detail and accuracy
- Ability to work effectively in a fast-paced environment
- Knowledge of banking products and services

PROFESSIONAL EXPERIENCE

TELLER

October 2019 - July 2021

ICICI Bank, India

Duties and Responsibilities

- Efficiently processed customer transactions, including deposits, withdrawals, and fund transfers, ensuring accuracy and compliance with bank policies and procedures.
- Provided superior customer service by addressing inquiries, resolving issues, and promoting banking products and services to meet customers' financial needs.
- Maintained a balanced cash drawer and performed daily reconciliations to ensure accuracy and accountability of funds.
- Educated customers on self-service banking options, including ATMs, online banking, and mobile apps, to enhance their banking experience and promote digital adoption.
- Collaborated with team members to achieve branch goals and targets, contributing to a positive work environment and fostering teamwork.
- Adhered to regulatory requirements and internal controls to mitigate risk and ensure compliance with applicable laws and regulations.

- Familiarity with regulatory requirements and compliance standards
- Team player with a positive attitude and strong work ethic
- Leadership and team management
- Strategic planning and execution
- Healthcare administration and operations management
- Regulatory compliance and quality assurance
- Financial management and budgetary control
- Interpersonal communication and relationship building
- Problem-solving and decision-making
- Electronic health record (EHR) systems proficiency
- Crisis management and conflict resolution
- Continuous improvement and process optimization

PERSONAL INFO

- Date of Birth: 05/03/1994
- Gender: Female
- Marital Status: Married
- Nationality: Indian
- Visa Status: Spouse Visa

LANGUAGES

- English
- Hindi

- Participated in ongoing training and professional development initiatives to stay abreast of industry trends, banking products, and best practices.

ADMINISTRATOR

August 2021 - May 2023

Devi Woman & Child Hospital, India

Duties and Responsibilities

- Oversaw the day-to-day operations of a specialized hospital focused on women and children's health, ensuring the delivery of high-quality patient care while maintaining compliance with regulatory standards.
- Developed and implemented strategic plans to enhance operational efficiency, streamline workflows, and optimize resource allocation, resulting in improved patient outcomes and increased patient satisfaction.
- Managed a multidisciplinary team of healthcare professionals, providing leadership, guidance, and support to foster a collaborative work environment and achieve organizational objectives.
- Conducted regular performance evaluations, provided feedback, and identified opportunities for staff development and training to enhance skills and competencies.
- Collaborated with department heads and medical staff to develop and implement policies, procedures, and protocols to ensure adherence to best practices and standards of care.
- Monitored and evaluated key performance indicators, financial metrics, and patient satisfaction scores to identify areas for improvement and implement corrective actions as needed.
- Liaised with external stakeholders, including government agencies, regulatory bodies, and community organizations, to foster positive relationships and support hospital initiatives and projects.
- Managed budgetary planning and financial forecasting, overseeing revenue cycle management, expense control, and resource utilization to achieve financial targets and sustainability.

DECLARATION

I declare that the information provided above is true and correct to the best of my knowledge

ANITA JOSHI