

SARANYA SASI

Dubai, UAE ☎ +971 58 135 7239

✉ anjussaranya@gmail.com

<https://www.linkedin.com/in/saranya-sasi-a5a483295>

PROFESSIONAL SUMMARY

Results-driven professional with 3+ years of experience in administration assistant, Office Assistant retail operations, and team coordination. Proven track record in front and back-office management, patient relations, customer service, and production planning. Adept in CRM tools, e-commerce operations, and maintaining quality standards. Seeking a role in administrative support, office Assistant, warehouse coordination, or customer service.

CORE SKILLS

Hard skills - Healthcare Administration & Patient Support Services, Front Office Management & Administrative Coordination, Back Office Operations & Data Handling, E-commerce Logistics & Order Fulfilment, Event Planning & Coordination, Workplace Safety Standards & Compliance Monitoring, Inventory Management & Warehouse Operations, Customer Relationship Management (CRM) Systems, Client Service & Customer Experience Optimization, Administrative Support & Office Operations, Documentation & Record Maintenance, Multi-channel Communication & Problem Resolution

Software skills - MS Office, power point, out look & CRM Software (Zoho, MocDoc, Charm Health, GetLead)

Soft skills - Time Management & Multitasking, Communication, Problem-Solving, critical thinking, interpersonal skills, Leadership & Supervision

PROFESSIONAL EXPERIENCE

Admin Assistant

Centreline Spine and Joints Clinic – Kerala, India Feb 2024 – Feb 2025

- Front office management - Patient registration, op billing
- Tele calling - Appointment scheduling, Responded to patient inquiries
- HR duties - Salary calculations, Recruitment, Attendance handling
- administrative tasks.- Filing, organizing documentaion, maintaining records, preparing reports, scheduled meetings
- Coordinated between patients and doctors for seamless service.-
- patients counselling,
- Promoted clinic initiatives through communication strategies.

Admin Assistant

Dr. Jolly Thomson Life Care Centre – Kerala, India Dec 2023 – Dec 2024

- Supervised production operations and ensured adherence to safety standards.-
- Managed scheduling, staffing,
- administrative tasks .- Filing, organizing documentaion, maintaining records, preparing reports, scheduled meetings,
- Front office - Patient registration, Op billing, printing, Appointment scheduling
- housekeeping supervision
- HR duties,
- finance departments.- petty cash handling, invoices filing, Billing, Records maintaining

Customer Service Associate

Reliance Retail Pvt Ltd – Kerala, India

Jan 2020 – Nov 2023

- Delivered high-quality customer service in a fast-paced retail environment.
- Handled billing, packaging, and order processing for online orders.
- Addressed customer issues promptly, increasing retention and satisfaction.
- Common store keeper works

EDUCATION

Bachelor of Science in Chemistry

Mahatma Gandhi University, 2013

CERTIFICATIONS

Hospital Management

LANGUAGES

English, Malayalam

PERSONAL DETAILS

Date of Birth: 14 October 1991
(26/6/25)

Nationality: Indian
Passport No.: B6708214

Visa Status: Visit Visa
References: Available upon request

SELF DECLARATION

I hereby declare all the details mentioned above are in accordance with the truth and fact as per my knowledge and I held the responsibility for the correctness of the above mentioned particulars

Saranya Sasi