



## **NANDHINI DEVI**

### **M A SOCIAL WORK**

**Mobile: UAE +971 56 8553 375**

**Email: [nandhuravi1110@gmail.com](mailto:nandhuravi1110@gmail.com)**

**Visa: Visit Visa**

**Nationality: Indian**

### **EDUCATIONAL PROFILE**

- Master of social work - Tamil Nadu Open University during 2020-2022.
- Bachelor of Sociology - Tamil Nadu Open University during 2014 - 2016.
- Diploma in Refrigeration & Air conditioning Mechanic - Govt Industrial Training Institute Guindy during 2000-2002

### **SKILLS**

- Interpersonal and customer service skills
- Analytical and problem-solving skills
- Multitasking and organizational skills
- Ability to answer a high volume of calls and/or emails daily
- Attentiveness and patience

### **PROFESSIONAL PROFILE**

‘Seasoned and highly motivated customer service professional with 14 years of hands-on experience. Known for unwavering confidence and boundless energy in delivering top-notch service to customers. Thriving in dynamic and challenging environments, I excel at interacting seamlessly with customers and swiftly resolving issues. Now seeking a rewarding position where my passion for serving customers can be leveraged to enhance their experience and contribute significantly to increasing customer retention.’

### **EXPERIENCE**

#### **NOVA PULSE IVF HOSPITAL**

**Customer Service Manager (Oct 2021 – Sep 2023)**



- Answering customer phone calls promptly and providing accurate information.
- Resolving customer complaints equitably and in a timely manner.
- Developing a comprehensive understanding of our company's products and services.
- Delivering exceptional customer support during every phone interaction.
- Updating and verifying patient information during each visit.
- Assisting patients with the completion of patient history, consent, and payment forms.
- Processing cash and credit card payments for medical services rendered.
- Reviewing patient accounts, identifying delinquent accounts, and collecting overdue payments.
- Addressing and investigating patient inquiries or complaints, directing them to the appropriate medical staff member.
- Informing customers or clients about supplementary products or services.
- Identifying the most efficient ways to address client or customer inquiries.
- Escalating and addressing queries and concerns effectively.
- Collecting and analyzing customer feedback to improve service quality.

## SOFTWARE SKILLS

- Microsoft Office.
- Excel, Microsoft word
- CRM Software
- HISMAS

## STRENGTH

- Adaptability and Flexibility
- Effective Leadership and Teamwork
- Strong Problem-solving Skills
- Commitment to Continuous Learning

- Responding to customer reviews in a professional and constructive manner.
- Handling support roles involving conflict resolution, responding to tickets, and addressing customer concerns promptly.

### FORITS MALAR HOSPITAL,

**Client Relation Officer (Dec 2014 – Oct 2021)**



- Responding promptly to customer inquiries and providing accurate information.
- Ensuring fair and timely resolution of customer complaints.
- Developing a thorough understanding of our company's products and services.
- Delivering exceptional customer support during every phone interaction.
- Elevating customer concerns to managers and supervisors when necessary.
- Verifying and updating patient information during each visit.
- Assisting patients with the completion of patient history, consent, and payment forms.
- Processing cash and credit card payments for medical services rendered.
- Identifying and collecting overdue payments on patient accounts.

### PRIMEX HEALTHCARE RESEARCH PVT LTD

**Customer care Officer (Nov 2012 – Dec 2014)**



- Conduct patient interviews for case histories.
- Update and maintain patients' health records.
- Assist with initial paperwork.
- Schedule and coordinate appointments.
- Process insurance claims in compliance with legal requirements.
- Use medical software for transactions.
- Manage receivable and payable accounts, maintain financial records.
- Answer patients' queries, ensure quality customer service.
- Collaborate with medical staff for examinations, tests, and supplies.
- Ensure compliance with medical and insurance procedures.
- Stay updated on changes in medical and insurance legislation.

**Emirates Flight Catering**  
**Operations Assistant (Oct 2011 – Oct 2012)**



- Meticulously arrange business class amenities.
- Customize economy class tray setups for diverse airlines.
- Maintain stringent hygiene for food and equipment.
- Efficiently handle check-in procedures.
- Address special requests promptly.
- Implement backup control for unforeseen events.
- Streamline boarding procedures.
- Collaborate with cabin crew for a refined ambiance.
- Monitor temperature controls for food storage.
- Conduct periodic training for personnel readiness

**VASAN EYE CARE HOSPITAL**  
**Client Relation Officer (Dec 2006 – Sep 2011)**



- Implementing feedback mechanisms to continuously improve the customer support experience.
- Collaborating with cross-functional teams to address and resolve complex customer issues.
- Monitoring and analyzing customer feedback to identify trends and areas for improvement.
- Proactively reaching out to customers for follow-up to ensure satisfaction and gather valuable insights.
- Developing and maintaining a knowledge base for customer support staff to enhance efficiency.
- Participating in the development and refinement of customer service policies and procedures.
- Utilizing customer relationship management (CRM) tools to track interactions and customer preferences.
- Collaborating with the sales team to identify upsell and cross-sell opportunities.
- Conducting customer satisfaction surveys to gather feedback and measure service effectiveness.

**REFERENCE**

**Available on request**