



# SHALU P.S

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## SUMMARY

Highly organized and proactive administrative and marketing coordinator with hands-on experience in managing office operations, client communications, and event coordination. Proven ability to support senior management, streamline processes, and ensure compliance with company policies. Adept at handling travel arrangements, budgeting, vendor relations, and content development. Known for strong interpersonal skills, attention to detail, and a commitment to delivering excellent service.

## WORK EXPERIENCE

### COORDINATOR – MARKETING

MVR Cancer Centre & Research Institute, Calicut | 8 months

- Coordinated daily office operations and ensured compliance with company policies.
- Managed email communications, phone screening, and correspondence handling.
- Assisted with audits, inspections, and document control.
- Supervised field staff, assigned tasks, and maintained customer retention.
- Handled travel arrangements, appointments, budgeting support, and purchase tracking.
- Supported insurance coordination, client-vendor management, and event organization.
- Created marketing content and supported administrative processes.

### OFFICE ASSISTANT

KIMS Trust Hospital, Kozhikode | 6 months

- Greeted visitors, directed them appropriately, and managed front desk operations.
- Handled incoming phone calls, payments, and issued receipts and refunds.
- Ensured accurate cash drawer management at shift openings.
- Provided basic information to clients in person and over the phone.
- Managed document photocopying, scanning, and filing efficiently.

### OFFICE ASSISTANT

Metro Med International Cardiac Centre, Kozhikode | 2 years 6 months

- Performed clerical tasks such as mailing, payroll preparation, and order placement.
- Answered calls, handled visitor interactions, and managed meeting arrangements.
- Organized filing systems, sorted mails, and maintained records.
- Typed and edited official correspondence and meeting notes.
- Assisted in data entry, event organization, and documentation accuracy.

### RECEPTIONIST / DISCHARGE BILLING & CASHIER

Fatima Mata Mission Hospital, Kalpetta, Wayanad | 2 years

- Answered and routed incoming calls professionally and accurately.
- Processed payments through cash, cards, and vouchers, and issued receipts.
- Maintained accurate cash handling and daily balance reports.
- Provided information in-person and via email/phone communication.
- Performed photocopying, scanning, and administrative support duties.

## EDUCATION

### Bachelor of Commerce (B.Com)

Calicut University, Kerala

### Higher Secondary Education

Board of Higher Secondary Education, Kerala

## CORE SKILLS

- Office & Administrative Operations
- Front Desk & Reception Management
- Client & Vendor Relationship Handling
- Marketing & Event Coordination
- Billing, Cash Handling & Financial Transactions
- Email Correspondence & Call Management
- Document Control & Filing Systems
- Team Coordination & Supervision
- Insurance & Audit Assistance
- Communication & Active Listening
- Flexible and Team-Oriented
- Leadership and Decision-Making
- Self-Motivation and Reliability

## TECHNICAL SKILLS

- Tally (CCA)
- MS Word, Excel, PowerPoint, Access
- POS system handling
- Data entry and documentation
- Email and communication tools
- Printer and scanner operations

## LANGUAGES

- English
- Tamil
- Malayalam