**`**

**VIDYA PRAKASH**

**CONTACT INFORMATION**

+971 521815893

vidyashreenu22@gmail.com

Al Mihdham St, Al Manhal, Abu Dhabi, UAE

**PROFESSIONAL SUMMARY**

Detail-oriented and Customer-focused professional with experience in administrative support, customer relations, and cash handling. Skilled in managing operations, & troubleshooting. Certified in Hospital Administration and Tally, with a strong background in financial reporting and service delivery. Adept at working efficiently under pressure and ensuring a positive client experience.

**EDUCATION**

**KEY SKILLS**

**BACHELOR OF COMMERCE | CGPA: 5.31 | 2015 – 2018**

* Kerala University
* Sree Narayana College, Chengannoor

**HIGHER SECONDARY | 67% | 2015**

* Board of Higher Secondary Examination, Kerala, India
* V V Higher Secondary School, Thamarakulam, Alappuzha

**SSLC | 67% | 2013**

* Board of Public Examination, Kerala, India
* V V Higher Secondary School, Thamarakulam

Leadership

Team Work

Analytical Skills

Interpersonal ability

Organization skills

Work Ethic

Documentation

Detail Oriented

Punctual

Quick Learner

Hardworking

Analytic Skills

**WORK EXPERIENCE**

**RECEPTIONIST & MEDICAL RECORDS IN-CHARGE |**

**22 December 2023 – 31 December 2024**

**SUSRUTA EYE HOSPITAL, KAKKANAD, KERALA, INDIA**

* Greeted patients, recorded personal details, and ensured the accuracy of patient information for medical records.
* Managed patient appointments and scheduling, coordinating with doctors to minimize waiting times.
* Maintained an organized filing system for medical records, ensuring privacy and confidentiality in accordance with healthcare regulations.
* Handled patient inquiries regarding treatment plans, hospital policies, and procedures.
* Assisted medical staff in organizing patient files and preparing for appointments and surgeries.

**COMPUTER CENTER IN-CHARGE & CUSTOMER RELATIONS EXECUTIVE | 15 February 2021 – 20 December 2023**

**COMMON SERVICE CENTER, CHUNAKKARA, KERALA, INDIA**

* Oversaw daily operations of the computer center, ensuring efficient functioning and equipment maintenance.
* Managed customer queries, complaints, and feedback, ensuring prompt and satisfactory resolution.
* Coordinated with local service providers for technical support and services.
* Maintained detailed records of customer interactions, troubleshooting steps, and resolutions, contributing to improved service delivery and operational efficiency.
* Implemented and monitored quality control processes to ensure the smooth and uninterrupted functioning of the computer center, contributing to high levels of customer satisfaction.

**CERTIFICATES**

**Certification in Hospital Administration (TUV SUD Certified)**

* International School of Skill Development

**Certificate Course in Tally |** 95%

* G-Tech Computer Education

**PROJECT**

**A Study of Customer Feedback About Advertisements of Honda Two-Wheelers**

* Shymas Riders Honda

Page 1 of 2

* Well versed with the Logistics Software (Focus and royal imbex)
* Intermediate level knowledge of the Microsoft Office Suite

 (Word, Excel & power point)

* E-mail
* Internet Communication

**`**

* Administrative Support
* Financial Reporting
* Customer Service
* Cash Handling
* Multitasking

**AREAS OF EXPERTISE**

**CASHIER | 01 January 2019 – 13 February 2021**

**RAJAVALSAM SUZUKI TWO-WHEELER SHOWROOM, CHARUMMOOD, KERALA, INDIA**

* Handled customer transactions, including cash, credit/debit card payments, and online payment processing.
* Maintained accurate records of sales and cash flow on a daily basis.
* Processed refunds and exchanges while ensuring adherence to company policies.
* Assisted customers in selecting products and provided product recommendations based on their needs.
* Managed cash drawers, ensuring the proper balance and reporting discrepancies when necessary.

**COMPUTER PROFICIENCY**

MS Office

Tally ERP 9

Internet & E- Mail

**PERSONAL STRENGTHS**

**LANGUAGES KNOWN**

**English**

**Malayalam**

**Hindi**

100 %

90 %

90 %

* **ATTENTION TO DETAIL:** Meticulous in managing processes, handling transactions, and ensuring accuracy in all tasks.
* **ADAPTABILITY:** Able to quickly adjust to changing environments, technologies, and work priorities to meet organizational goals.
* **EFFECTIVE COMMUNICATION:** Clear and concise communicator, able to interact with colleagues, customers, and management in a professional manner.
* **TIME MANAGEMENT**: Skilled at prioritizing tasks and meeting deadlines while maintaining quality standards under pressure.

**DRIVING LICENSE DETAILS**

Holder of Valid **Indian** Driving License

Class of Vehicles : MC with Gr

 LMV

**PERSONAL DOSSIER**

Gender : Female

Date of Birth : 09-05-1998

Nationality : Indian

Marital Status : Married

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

 **VIDYA PRAKASH**

Passport Number : V7460826

Date of Expiry : 14-03-2032

Place of Issue : Cochin

**PASSPORT DETAILS**

**DECLARATION**

**INTERESTS**

Songs

Travelling

Reading



**REFERENCE**

* Available upon request

Page 2 of 2