

Shivani Rawat

Experienced Receptionist and Clerk with Cashier Expertise

A detail-oriented and experienced cashier with over 4 years of experience in managing cash registers, processing payments, and ensuring the accuracy of transactions. Highly committed to providing excellent customer service and maintaining the integrity of financial operations. Seeking to bring my skills and expertise to a dynamic organization.

EDUCATION

Master of Commerce (M .Com)
Uttarakhand open University, India

Graduation Year: 2021

Bachelor of Commerce (B .Com)
Hemvati Nandan University, India

Graduation Year: 2019

SKILLS

- **Cash Handling Accuracy:** Ensured 100% accuracy in managing daily cash transactions of up to ₹1,50,000.
- **Billing Efficiency:** Processed over 90% of transactions with zero errors, ensuring a seamless payment experience.
- **Customer Communication:** Delivered clear and professional communication, resolving 95% of customer inquiries and complaints successfully.
- **Record Maintenance:** Maintained financial and operational records with 98% accuracy, supporting smooth operations.
- **Transaction Management:** Efficiently processed 100% of payments (cash/card) with minimal wait times.
- **Scheduling and Coordination:** Managed over 80% of daily bookings and appointments, ensuring optimal customer satisfaction.





EXPERIENCE

District Hospital Pauri India 2021-2024
(World Bank Funded Project)

- Took care of billing for 90% of patients, ensuring everything was processed accurately and on time.
- Managed daily cash transactions up to ₹1,50,000, keeping everything balanced and error-free.
- Helped organize schedules for over 80 patients each day, making sure everything ran smoothly.
- Created financial reports with 98% accuracy to help management make informed decisions.
- Communicated with patients and addressed their concerns, ensuring they felt heard and satisfied.
- Maintained patient records with great attention to detail, following all privacy guidelines.
- Worked closely with different hospital teams to ensure patients received the best care.

CONTACT

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