

SNEHA CK

Ajman, UAE

+971 542986602

sona47834@gmail.com

Professional Summary

Detail-oriented and proactive Administrative Professional with extensive experience in office administration, front office operations, documentation management, scheduling, and customer relationship management. Proven ability to manage multiple priorities, coordinate workflows, and support executive leadership in dynamic, fast-paced environments. Recognized for delivering operational excellence, improving office processes, and enhancing customer satisfaction through effective organizational and communication skills.

Core Competencies & Skills

- Office Administration & Coordination
- Front Desk & Reception Operations
- Documentation & Record Management
- Staff Payroll & Attendance Management
- Meeting & Event Planning
- Administrative Support & Clerical Duties
- Customer Relationship Management (CRM)
- Appointment Scheduling & Calendar Management
- Financial Reporting & Cash Handling
- Data Entry & Database Management
- Multilingual Communication (English, Malayalam, Hindi, Tamil)
- Proficiency in MS Office (Word, Excel, Outlook) & Odoo ERP Software

Professional Experience

Receptionist | Administrative Assistant

Little We Dental Clinic, Vyttila INDIA

Feb 2025 – May 2025

- Delivered front office services by welcoming patients, managing reception desk operations, and responding to inquiries both in-person and via telephone.
- Scheduled, confirmed, and managed daily patient appointments, optimizing clinic workflow.
- Prepared and maintained accurate patient records, financial documents, and medical data.
- Generated and submitted daily revenue, payroll, purchase, and financial summary reports.
- Organized weekly and monthly meetings, drafted minutes, and monitored action items.
- Coordinated vendor communications and managed purchase orders and inventory reports.

Cashier | Customer Service Executive*Al Ain Gift Mart, Sanaya UAE**Dec 2023 – Aug 2024*

- Operated cash register systems, processed cash and card transactions with 100% accuracy.
- Provided exceptional customer service by resolving complaints and processing returns.
- Balanced cash registers and prepared end-of-day sales reports for management review.
- Maintained merchandise display standards and stock records at the point of sale.

Admin Executive | Office Administrator*Ahalia Foundation Eye Hospital, Palakkad INDIA**Jan 2023 – Nov 2023*

- Oversaw daily administrative functions, supporting operational and patient care services.
- Prepared revenue, marketing, and statutory compliance reports for management meetings.
- Administered staff payroll, doctor incentives, and attendance records efficiently.
- Audited biomedical equipment, inventory, and statutory documentation for compliance.
- Coordinated induction training for new employees and organized department-wise workshops.
- Maintained confidential records and ensured the integrity of patient information systems.

General Duty Assistant | Front Desk Coordinator*Ahalia Foundation Eye Hospital, Palakkad INDIA**Jul 2022 – Jan 2023*

- Delivered high-quality patient care services, addressing queries and managing appointments.
- Maintained comprehensive medical records and facilitated doctor referrals and scheduling.
- Resolved patient issues promptly, ensuring a positive front desk experience.
- Provided administrative support in documentation and operational reporting tasks.

Education**Bachelor of Business Administration (BBA) | Meridian College, Mangalore University | 2018 – 2021****Advanced Diploma in Aviation & Hospitality Management | Meridian College, Mangalore University | 2021****Plus Two (Higher Secondary) | SNDP HSS, Venkuringi | 2016 – 2018****SSLC | St. Thomas HSS, Erumely | 2016**

Certifications & Projects

- Project: Study on the Basis of Airport and Hotels
-

Languages

- English
 - Malayalam
 - Hindi
 - Tamil
-

Technical Skills

- Odoo ERP Software
 - MS Office (Word, Excel, Outlook)
 - Internet & Email Operations
 - Data Entry & Multilingual Communication
-

Personal Details

Date of Birth: 06/09/2000

Gender: Female

Nationality: Indian

Passport Number: V5726021

Visa Expiry Date: 30/07/2025

Declaration

I hereby declare that the above-mentioned information is true and correct to the best of my knowledge and belief. I take full responsibility for the correctness of the particulars mentioned in this CV.

SNEHA CK

Date: 13/06/2025

Place: UAE