

# Susmita Kumari

Patna, Bihar

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- Creative and enthusiastic work professional with experience managing work load in high - risk environment.
- To utilize my academic qualifications for the prosperity of the organization as a proactive individual who could assist and collaborate in a team to cope up with all the challenges and risks.
- I am looking forward to succeed in a stimulating and challenging work environment building the success and further enhancing the reputation of the organization in serving its customer whole heartedly.
- I seek for advancement opportunities in this work sector.
- To associate with an organization that provides opportunities to show my technical skills, to improve my knowledge and thoughts to achieve a respectful position in the organizational hierarchy.
- I would be more than eager to shoulder responsibilities, which would broaden my knowledge and scope for future development.
- I am able to work on own initiative and as an active member of your team.

## Work Experience

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### **Ophthalmic Technician and Assistant**

AB EYE INSTITUTE - Patna, Bihar

July 2018 to November 2019

- Measured and recorded visual acuity and colour vision testing.
- Operated ophthalmic equipment for patient eye examinations and prepared patients for examinations and surgeries.
- Explained pre- and post-operative procedures to patients and carefully reviewed surgical plans.
- Assisted physicians with laser procedures for vision corrective actions.
- Instructed patient in care of use of various types of contact lenses, demonstrating insertion, removal and cleaning.
- Interacted with different aged patients, listened to their queries and complaints and provided them with accurate measures.

### **Ophthalmic Assistant**

AKHAND JYOTI EYE HOSPITAL - Patna, Bihar

December 2017 to May 2018

- Promoted positive and smooth patient flow throughout the facility.
- Provided patient education.
- Developed care plans and made referrals.
- Worked well with patients, staff and manufacturer representatives to carry out successful office- and patient-related work each day.
- Transported patients to and from different departments.
- Managed care for post-operative patients from initial recovery.

- Interviewed patients to obtain medical information, weight and height, measurements and vital signs.

### **Ophthalmic Medical Intern and Assistant**

PATNA MEDICAL COLLEGE AND HOSPITAL - Patna, Bihar

April 2017 to October 2017

- Provided patients with detailed instructions for pre- and post-operation care under physician supervision to promote healing and optimal recovery strategies.
- Promoted positive and smooth patient flow throughout facility, encouraging more efficient operations and boosting patient satisfaction.
- Identified issues during preliminary exam and addressed concerns with physicians.
- Assessed patients for eye issues and checked visual acuity, color palates and papillary function.
- Followed quality standards and procedures to minimize errors and maximize customer satisfaction.
- Investigated and resolved customer complaints to foster satisfaction.

## Education

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### **Bachelor in Ophthalmic Technology in Technology**

Public Health Institute, Patna & Patna Medical College and Hospital - Patna, Bihar

2017

### **Class XII**

May Flower School - Patna, Bihar

2011

### **Class X**

Don Bosco Academy - Patna, Bihar

2009

PATNA MEDICAL COLLEGE AND HOSPITAL - Patna, Bihar

## Skills / IT Skills

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EXCELLENT VERBAL AND WRITTEN COMMUNICATION SKILLS, PRESENTATION SKILLS, CUSTOMER SERVICE, STRATEGIC PLANNING

## Additional Information

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### SKILLS

- Customer service abilities.
- Strategic decision making.
- Speech clarity.
- Strong sense of integrity, ethics and professionalism besides manner.
- Analytical thinking.
- Solution-based interventions.
- Positive behaviour.
- Strategic planning capability.

- Strong presentation skills.
- An extrovert with excellent verbal and written communication skills.
- Fluent in English and Hindi.
- Ability to work under-pressure and meet deadlines effectively.
- Aiming to achieve success and ability to learn quickly.