**SAMATHA .B**

Ph: 7093334209

Email ID:samathachinna@gmail.com

**Objective:**

To enhance my knowledge and talent for the development of both the organization and myself.

**Professional Summary:**

* Over **5** Years of Experience in Business Processing Outsourcing .
* A results-oriented professional with experience in KIMS Hospitals.
* Hands on experience on handling cold calls.
* Handling full cycle of Online Appointments and Queries on telephone.
* Understanding the issues and suggesting patients on calls.
* Evaluating and assessing to customer deliver on the calls, on the parameters listed in the Service.
* Having good work proficiency of new candidates Training on various new strategies.
* Good experience in coordinating between Doctors & Patients.
* Understanding the Requirement of customer.
* Providing best packages to customers and explaining pros and cons of package.
* Resolving the queries or obstacles of customers.
* Providing E-mails to customers about their queries after resolving.
* Routing the calls to the technical department for technical queries if and only if customer is facing regularly issues.
* Enhancing the performance and quality of service to customers.
* Self-motivated results oriented professional with self-confidence, perseverance, a sense of urgency.
* Ability to work in a result-oriented and fast paced working environment.

**Professional Experience:**

**KIMS** Hospitals,

**June'15 2015 to Till date** . Hyderabad, India.

Working in **KIMS** Hospital for 3+ years has senior Executive for Communications Department.

* Handling Inbound calls for patients to fix Appointments and resolving patients Queries.
* Handling Inbound Calls & Helping the Callers for Booking Online Appointments.
* Providing Doctors availability Duration to Patients on Calls and Fixing the Schedules.
* Making Outbound Calls for patients on Various Process like Health Camp & Corporate Patients to Offer them Privilege Card.
* Updating MIS (Management Information System) for monthly bases reviews.
* Updating daily Reports to Team.
* Following the leads on TV Show, providing information and solving the Queries of the patients.
* Collecting the feedback from In-Patients (IP) and updating to management team to improvise quality services in hospital.

**NEURODAC**

**1st Oct 2014 to 11th June 2015** Hyderabad, India

Worked in **NEURODAC** for 9 months as a **“Patient Relationship Associate** .

* Handling patients to fix Appointments.
* Providing Doctors availability Duration to patients on calls and Fixing the schedules
* And Have done Online Data entry which doctor have prescribed Proforma to patients .
* Understanding Patient problem and suggested for concerned Doctor.

**ICE TV**

**10th Jan 2013 to Till 30 Sep 2014** Hyderabad, India**.**

Worked in MCR (Main control room) Marketing schedule as an **“Asst producer”** & as **Anchor** in ICE TV 24 hours Entertainment and Devotional Channel. From 10 th Jan 2013 to Till 31 Sep 2014,

Experience of -1year 9 months Duration.

**Education Summary:**

 **B.Com Computers from Vahini Degree College .**

 **MBA FINANCE from Saanvi women’s PG college.**

**Personal Details:**

 Father's Name : B.Shankar

 Nationality : Indian

 Marital status : Single

 Gender : Female

 Date of birth : 25th Mar 1990

 Languages Known : English, Hindi, Telugu

 Address Flat no-109 , sri venkateshwara arcade , jeedimetla village .suchitra .

 Medchal Dist .

**Declaration:**

I have tried my best to be luminous. Hope it will be commended. I am looking forward to hear from you soon.

Date:

Place: Hyderabad.