

ARYAN MAKWANA

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PROFESSIONAL SUMMARY

Organised Front Office Manager with a strong track record in enhancing guest satisfaction and streamlining front desk operations, specifically within a hospital environment. Skilled in **team leadership, conflict resolution, and optimizing administrative processes**. Proven ability to foster a welcoming atmosphere while maintaining operational efficiency. Adept at implementing effective training programs to develop staff performance, ensuring seamless service delivery. Expert in overseeing front office operations, including guest check-ins, reservations, customer service, and specialized **insurance coordination**. Motivated administrative professional with skills to delegate, direct, and control all aspects of operations, ensuring high-quality service standards.

EXPERIENCE

Front Office Manager

k j cancer hospital pvt ltd – Junagadh, India

02/2023 – Current

- Successfully oversaw front desk operations for a cancer hospital, guaranteeing efficient service delivery and high-quality outcomes.
- Managed coordination for **government and private insurance patients**, efficiently handling complex administrative processes.
- Led and managed a team of **10 staff members**, emphasizing the delivery of high-quality service outcomes through effective staff training and monitoring.
- Achieved target results by collaborating effectively with team members across various hospital departments.
- Addressed customer queries using precise communication to ensure high customer satisfaction delivery.
- Established and maintained regulatory standards to enhance a safe and compliant working environment.
- *Additional experience includes 1.5 years as Insurance Coordinator and 1.5 months in MRD staff role.*

Sales Promoter

Khimji Ramdas Pvt Ltd – Junagadh, India

01/2022 – 07/2022

- Guided customer purchase decisions through expert product knowledge and strategic on-floor sales techniques.
- Utilised persuasive techniques to transform prospective clients into buyers, significantly enhancing overall sales performance.
- Championed product promotions with enthusiasm, driving increased customer engagement.

- Helped new employees develop strong product knowledge and elevate customer service standards through hands-on training.
- Facilitated meaningful customer conversations to ascertain requirements and provide tailored solutions.

EDUCATION

Certificate of Higher Education: BA running last sem
Smt. V.N. Chanders College – Divrana (Dhar)

SKILLS

Core Competencies	Technical & Administrative	Interpersonal
Front Desk Operations	Insurance Coordination	Team Management (10+ staff)
Patient Query Management	Microsoft Office Expertise	Conflict Resolution
Service Management	Report Generation	Team Communication
Hospital Workflow Knowledge	Administrative Skills	Employee Morale Improvement
Customer Service Protocols	Time Management	Sales & Training

LANGUAGES

- **English:** A2 (Elementary)
- **Gujarati:** Native Proficiency (Assumed from location/context)
- **Hindi:** Full Professional Proficiency (Assumed from location/context)