

## KAJAL PURUSHOTTAMBHAI VEKARIA

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### **Professional Summary**

Highly Organised, committed and having experience with renowned Hospitals, is available to fulfil all requirements of the position for a reputable hospital in need of a professional and efficient candidate.

### **Competitive Skills**

- Comitative knowledge in handling hospital admission.
- Friendly service on the phone and in person.
- Knowledgeable of medical terminology.
- Extremely efficient in time management and multitasking.
- Professional and neat in dress and appearance.
- Capable of working with people of all standings and backgrounds.
- Organizational skills necessary to run a front office.
- Proficient in MS Office as well as medical office software.

### **Soft Skills**

- Friendly in Nature
- Cooperativeness
- Caring and Sensitive

### **Current job Profile**

\* **Front Office Manager , Park Hospital 2nd April 2019 now onwards** 1.

- Handling Reception Counter including Telephone Queries
- 2. Guiding Patients and Relatives.
- 3. Handling Inpatient Admissions
- 4. Handling Outpatients And IPD Registrations
- 5. Handling Corporate Health Check ups
- 6. Handling and Maintaing Feedback Register of Night/Emergency OPD
- 7.

8.

#### **Previous Work**

**\* OPD Coordinator, Shalby (Krishna) Multi-speciality Hospitals-21st November 2016 To 28th Feb 2019**

- Handling Reception Counter including Telephone Queries,
- Guiding Patients and Relatives.

Arranging Ambulance Service

Arranging Outpatient appointment

- Handling Health Check ups

**Worked with Care Group of Hospitals, Surat as PRE from 4th October 2014 to 31st October 2016**

9. Handling Reception Counter including Telephone Queries,
10. Guiding Patients and Relatives.
11. Handling Inpatient admissions
12. Arranging OT and Cath Lab Staff for emergency Patients
13. Arranging Ambulance Service
14. Explaining Tariffs to IPD patients
15. Arranging Outpatient appointment
16. Handling Health Check ups

**1. Worked at Raj Info Enterprise Pvt. Ltd as a Receptionist from 1st April 2013 to 1st October 2014 ( 19 months)**

1. Handling Reception Counter including Telephone Queries,
2. Guiding Customers
3. Handling Complaints to assign and disclose

#### **Worked at**

**Shree Bhagwati School, Surat as Primary Teacher from July 2005 to April 2007**

1. Handling primary section class 1st

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#### Education

| Degree | Board/ University     | Passing Year | Percentage |
|--------|-----------------------|--------------|------------|
| S.S.C  | G.S.E.B               | 1990         | 56.85%     |
| H.S.C  | G.H.S.E.B             | 1993         | 65.15%     |
| B.A.   | Saurashtra University | 1996         | 44.71%     |

#### Additional Qualification

| Degree                          | Board/ University     | Passing Year |
|---------------------------------|-----------------------|--------------|
| Steno Gujarati                  | ITI Bhavnagar         | 1991         |
| PG Diploma in Hindi Translation | Saurashtra University | 1997         |
| Steno Cum Computer              | ITI Rajkot            | 1998         |

#### Language Competencies

English- Working Knowledge of reading, writing and speaking.

Hindi- Working Knowledge of reading, writing and speaking

Gujarati-(Mother Tongue)- Excellent knowledge of reading, writing and speaking.

#### Reference

1 Mrs. Smita Sukhtankar

2. Mr. Nimesh Gandhi

3. Dr. Sursinh Barad