



# DIVYALAKSHMI

Dubai

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## Objective

My objective is to obtain a position in a professional office environment where my skills are valued and can benefit the organization. Ideally as a passionate Educator and dedicated customer service agent am eager to bring my skills. My commitment in fostering positive learning environments and delivering exceptional customer service aligns perfectly with your organizations values.

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## Experience

### Octagon Freight Service-Dubai

July 2023 - Feb 2025

Customer Service Agent-Dubai

Serve as Primary point of contact for worldwide customers regarding their logistic needs, Including about shipments.

Assit in processing orders, managing inventory levels and ensuring that all logistics requirement are met efficiently.

Gather customer feedback and collaborate with management to enhance serving offerings and customer experience.

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### Global Discovery Academy-India

Apr 2017 - Apr 2021

Educator-India

Handled science for both Primary and Middle school levels-Grade 2 to Grade 7.

Handled Geography for Grade 8&9.

Implemented classroom management techniques that fostered a positive and inclusive learning environment for all students.

Collaborated with parents and educators to create individualized learning plans for students requiring additional support

Assess students progress throughout the term and work closely with other staff to efficiently plan and coordinate work.

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## Education

### Aapc

Certified Professional coder-CPC

Highly motivated and detail oriented medical coding professional seeking for a position in a dynamic healthcare setting with a strong foundation in ICD -10-CM, CPT and HCPCS coding systems.

2023 —

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### Madras University

Msc. Biotechnology

2011 —

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### Bharathiyar University

Bsc. Biotechnology

2009 —

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## Skills

- Classroom management

Evaluation

Customer service

Medical Terminology

Anatomy

Physiology

ICD 10 CM, CPT, HCPCS

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## Projects

### Biotechnology

Comparative study on Biodegradation of dyes using Immobilized pseudomonas spp and aspergillus niger

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Biology of Bacterial Glucanase: regulation of in vitro production from pseudomonas fluorescens and protein characterization.

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The crude aqueous extract of piper betel L. and its antibacterial effect towards pathogenic bacteria.

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### ***Internship***

Observership course on Tissue culture chromosomal preparation in department of cytogenetics.-Cancer Institute (WIA) Adyar-Chennai

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In Plant training in Bio Organic chemistry Laboratory of Central Leather Research Institute.

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### ***Interpersonal Skills***

Always operative to the highest productivity and competitive standards.

Ability to meet deadlines and exceed expectations

Can communicate with people at all levels

Strong knowledge in Medical Terminologies, assigning ICD diagnoses, CPT, and HCPCS coding systems

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### ***Disclaimer***

**I consent to the processing of my personal data for the purpose of recruitment for the position to which i am applying.**

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