



# SHAMAL V V

## Customer Service Executive

### CONTACT

+971 568782867  
shamalvv1997@gmail.com  
Building no 39, Al Mateena St,  
Deira - Dubai

### SKILLS

- Discharge planning
- Community Resources utilization
- Crisis intervention
- Coordination of care
- Advocating for patients
- Coordinating home care
- Group work
- Leadership
- Case Management
- Professional behaviour
- MS SWORD
- Social Media Marketing
- Digital marketing

### LANGUAGES

English  
Hindi  
Malayalam  
Tamil

### EDUCATION

**Sreesankaracharya University of Sanskrit (NAAC A+) 2019 — 2021 Ernakulam | Master of Social Work (MSW)**

**Madayi College, Kannur University 2015 — 2018 kannur | Bachelor of Commerce (B.Com)**

### PROFILE

Medical Social Worker with 3 years of experience in blood banking, and providing psychosocial support to students and patients within clinical, college, schools, community, and hospital settings. Experienced in providing intervention through psychosocial counseling, navigating healthcare systems, coordinating care, and offering crisis management support. Skilled in project coordination, staff training, and community engagement initiatives. Focused on enhancing patient well-being, optimizing healthcare services, and fostering a supportive environment for patients, families, and staff.

### WORK EXPERIENCE

**KANNUR MEDICAL COLLEGE (OPERATIONS AND ADMINSTRATIONS)** JUL 2022 — APR 2025

**SRISTI FOUNDATION - CHENNAI, TAMILNADU FIELDWORK** FEB 2021 — MAR 2021

**DISTRICT LEGAL SERVICE AUTHORITY - KANNUR, KERALA PARA-LEGAIVOLUNTEER** APR 2021 — APR 2022

**MINISTRY OF YOUTH AFFAIRS - KANNUR, KERALA NATIONAL YOUTH VOLUNTEER** JAN 2019 — JAN 2021

### CERTIFICATIONS AND LICENSES

American Heart Association (AHA) Certified Basic Life Support (Adult & Pediatrics) Provider - 2024.  
Blood Bank Counselor Training under Kerala AIDS Control Society (KSACS) & Keral State Blood Transfusion Council (KSBTC) - 2022  
Breaking the Barrier — Mastering communication in healthcare setting - 2024.  
Anti-microbial stewardship awareness (Right drug Right Solution)  
NSS certification at 12th and undergraduate level

### REFERENCES

DR. ARUN  
ASAB CLINIC, ABHUDHABHI  
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