

SALINI V.

ADMINISTRATION & CUSTOMER RELATIONSHIP

CONTACT

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PROFILE SUMMARY

Highly organized and service-oriented professional with over 3 years of experience in customer relationship management and operational support. Proven ability to handle high-volume inquiries, manage complex documentation, and ensure excellence in service delivery. Seeking to leverage my interpersonal and administrative expertise in a Healthcare Administration or Patient Relations role within a reputable hospital in Dubai.

EDUCATION

2018 - 2021

UNIVERSITY OF KERALA

- Bachelor of Business Administration [BBA], India

SKILLS

- Patient Relations & Support:** Professional communication and issue resolution.
- Office Administration:** Managing records, scheduling, and data entry.
- Documentation & Compliance:** Ensuring accuracy in files and adhering to policies.
- CRM & Data Management:** Proficiency in updating and maintaining database systems.

LANGUAGES

- English
- Malayalam
- Hindi
- Tamil

WORK EXPERIENCE

Operational Executive 2024 - 2025
KrazhyBee service pvt ltd, Bangalore

- Customer Interaction:** Managed end-to-end support for clients, addressing queries and resolving concerns professionally.
- Documentation Management:** Handled extensive paperwork and digital records with high accuracy, a skill directly applicable to patient record management.
- Operational Coordination:** Collaborated with internal teams to ensure seamless service delivery and process efficiency.

Customer Relationship Officer 2022 - 2024
Indi Trade Micro Finance Limited
Kerala, Alappuzha

- Managed relationships with customers by providing end-to-end support for microfinance products.
- Assisted customers with loan applications, documentation, and repayment queries.
- Conducted follow-ups to ensure timely collections and reduce delinquency rates.
- Addressed customer complaints professionally and ensured effective issue resolution.
- Maintained accurate customer records and updated CRM systems regularly.
- Coordinated with field and operations teams to ensure seamless customer service.
- Educated customers on financial products, policies, and repayment schedules.