



ARCHANA KACHOTTIL

Dubai | +971 50 7712720 | archanakachottil@gmail.com

Administrative Assistant | Data Entry Executive | Customer Service Specialist | Accounts

PROFESSIONAL SUMMARY

Highly skilled professional with extensive experience in data analysis, customer service, and administrative support. Demonstrates exceptional attention to detail and proficiency in Microsoft Office, schedule management, and project management. Adept at multitasking, prioritization, and team leadership with a strong track record in database management and ground support. Committed to leveraging analytical skills and problem-solving abilities to drive organizational success while monitoring and tracking cargo effectively.

KEY SKILLS

- Multicultural Sensitivity | Awareness | Social Perceptiveness | Active listening
- Professionalism | Consistency | Adaptability | Flexibility | Accounts
- Clinic management | OMRPlus | Insurance claims | Patient registration | Front desk
- Healthcare operations | Billing and invoicing | Appointment coordination.
- Administrative Support | Schedule Management | Records Management
- Data Entry & Analysis | Microsoft Office | Document Control | Engineering
- Customer Service | Problem Solving | Communication Skills | Dynamic
- Project Coordination | Teamwork | Ground Support | Cargo Tracking
- Customer Relationship Management (CRM) | Call Handling (Inbound/Outbound)
- Complaint Resolution | Email & Chat Support Platforms | Monitoring
- Multilingual Support (English, Hindi, Malayalam, Tamil) | Document Preparation & Filing
- Strong Communication & Multitasking Abilities | Scheduling & Calendar Management
- Typing Speed: 65 WPM with 99% accuracy | Problem Solving & Time Management

PROFESSIONAL EXPERIENCE

Reception & Accounts Assistant – Dr. Sai Ganesh Medical Centre

Dubai, United Arab Emirates | 07/2025 – 08/2025

- Operate OMRPlus clinic management system for patient registration, appointment scheduling, and record updates.
- Handle front desk operations including patient check-in, check-out, and waiting area management.
- Respond to patient inquiries through phone, WhatsApp, and email with a focus on professional customer service.
- Manage billing, invoicing, payment collection, and receipt generation through the OMRPlus clinic system.
- Handle daily cash transactions, prepare treatment estimates, and manage payment collections and receipts.
- Maintain accurate accounting records for treatments and consumables; support monthly revenue reporting.
- Assist in health insurance verification, claims processing, and documentation for various insurance providers.
- Maintain accurate patient files, ensuring confidentiality and adherence to UAE healthcare compliance standards.

Data entry operator – Dynamic Staffing Solutions

Melbourne, Australia | 01/2024 - 08/2024

- Entered customer details, inquiries, and order requests accurately into internal systems.
- Collaborated with the purchasing team to coordinate order fulfillment and resolve issues.
- Maintained confidentiality of sensitive information during data processing.
- Responded to data-related queries via email and phone in a timely manner.

Marketing Coordinator - Adithya Marketing

Kerala, India | 06/2023 - 01/2024

- Managed project schedules, expense tracking, and client communication.
- Prepared marketing forecasts and reports on a regular basis.
- Implemented outreach strategies to grow customer base and brand visibility.
- Handled escalated client inquiries with professionalism and accuracy.

Accounts & Marketing coordinator - Chundakkadan Agencies

Kerala, India | 02/2022 - 01/2023

- Managed inventory records and coordinated the allocation of materials to ensure smooth day-to-day operations.
- Monitored stock levels, verified cargo documentation, and maintained accurate data for incoming and outgoing items.
- Prepared and reconciled purchase orders, vendor invoices, and payment records to support timely procurement and financial tracking.
- Oversaw the safe handling, storage, and movement of goods while ensuring compliance with company procedures.
- Maintained detailed spreadsheets and reports to track stock movements, budgets, and supplier performance.
- Escalated discrepancies or shortages to management and implemented corrective measures to maintain inventory accuracy.

Office administration & Accounting Staff - Srang Engineering

Kerala, India | 05/2020 - 01/2022

- Managed daily office operations, schedules, and administrative logistics.
- Coordinated meetings, travel, and report/document preparation.
- Maintained financial records including accounts payable/receivable and petty cash expenses.
- Handled payroll assistance, invoice tracking, and expense reports.

Data entry operator & Customer Service - Revenue Department of Kerala government

Kerala, India | 03/2016 - 04/2020

- Entered and verified official data into government databases with high accuracy.
- Generated daily functionality reports and managed system monitoring tasks.
- Resolved technical user queries and maintained digital infrastructure records.
- Checking documents for accuracy and compliance.
- Guiding applicants through online or offline service portals.
- Handling grievances and ensuring they are forwarded to the right department.

EDUCATION

- **BA English Language and Literature**
University of Calicut - Kerala, India
- **Diploma in Electronics & Communication**
A K N M Government Polytechnic, Thirurangadi - Kerala, India
- **Diploma in Computer Application**
C-Dit Under Government of Kerala - Kerala, India
- **Typewriting and word processing English-Higher**
School of commerce- Kerala, India

LANGUAGES

English	Malayalam
Hindi	Tamil

ADDITIONAL INFORMATION

Date of Birth : 19-05-1995
Gender : Female
Nationality : Indian
Marital status : Married
Passport : W6594834