



PRATHIBHA C

My Contact

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📍 Cholayil padi kothayur vaniyamkulam palakkad 679522

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking
- Micro Soft office
- Tally
- Leadership
- Communication

Education Background

- Bachelor of commerce (2017-2020)
Govt arts and science college
University of Calicut
- commerce.Higher secondary (2015-2017)
TRKHSS Vaniyamkulam
- SSLC
TRKHSS Vaniyamkulam

About Me

To take up a challenging career and grows with honesty, loyalty, good relationship and best performance and translate my experience, knowledge skills and abilities into value for an organization and participate as a team member in a dynamic work environment focused on promoting business growth by providing superior value and service.

Professional Experience

August 2022 – Present

MACARE DIAGNOSTICS AND POLYCLINIC |CUSTOMER RELATIONSHI EXECUTIVE

- Cultivated strong relationships with patients, ensuring a compassionate and empathetic approach in all interactions.
- Addressed patient inquiries, concerns, and feedback promptly, maintaining a focus on patient satisfaction and well-being.
- Collaborated with healthcare providers and administrative staff to streamline communication and enhance the overall patient experience.
- Managed patient appointment scheduling and communicated effectively regarding any changes or updates.
- Implemented a patient feedback.
- Handled confidential patient information with the utmost sensitivity and adherence to healthcare privacy regulations.
- Conducted patient education sessions on hospital services, policies, and procedures.

PROJECTS

Customer satisfaction towards supplyco (UG)

Reference to vaniyamkulam panchayath

Certification

Accounts Assistant using Tally ERP 9