

Gurvleen Kour Khanuja

(Customer Care Associate, Zydus Hospital)

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Career Objective

Seeking the position of administrative levels in the organization that will give me the opportunity to utilize my skill set for the progress of the organization. Intend to build a career which will help me to explore myself fully & realize my potential. Taking up a challenging career which offers continuous opportunity to move up on the ladder & be the part of a team in achieving the required objective.

Professional Experience

Company	Designation	Period	Experience
Zydus Hospitals	Customer Care Associate	July – 2015 to September-2021	6.2 years
Colombia Asia Hospital	Customer Care Assistant	May-2014 to September-2014	4 months
SAL Hospital	Public relation officer	November-2011 to April-2014	2.5 years
Oxfam India	Management trainee	December-2010 to May-2011	6 months

Key Responsibility area @ Zydus Hospitals and Skills

Handling patients and greeting doctors of different discipline. Managing patients records into Hospital Management Software (HMS, Hina software). Enter the patient details in Hina software and guide patients on the appointment status with the doctor. According to the appointment co-ordinates with patients and doctors. Managing data in HMS and adhere to the best practices of department in terms of maintaining, updating, and retrieving patient data in the System. Billing for the patients and closure of account on daily basis.

Educational Qualification

Master in Business Administration (Marketing & HR)
Institute of planning and Management, Ahmedabad

August 2009 to March 2011 Indian

Bachelor of Commerce

August 2005 to March 2008

Gurvleen Kour Khanuja
(B.com, MBA HR & Marketing)

Awards and Achievements

- Won championship in sports from Nav Gujarat college in 2008.
- Participated in Kankaria Karnival and other Punjabi cultural programs in 2014.

Computer Skills

MS Office (Word, Excel and Power Point) & Tally.

Personal Profile

Date of Birth	:	12/8/1987
Gender	:	Female
Marital Status	:	Married
Nationality	:	Indian
Languages Known	:	English, Hindi, Gujarati & Punjabi
Interests	:	Jogging, Sketching & Dancing

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