

Kowsalya Kamala Baskaran

Ondipudhur

+919080165295 | kousindhuja17280730@gmail.com

✓ Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

✓ Experience

- **Shanthi social services** 17.08.2017 - At present

Receptionist, telecommunication, Typist, PRO

Managed front desk operations, ensuring welcoming environment for patients

Utilised telecommunication skills to handle incoming calls effectively and direct inquires to appropriate departments

Developed good customer relationship management to enhance patient satisfaction and loyalty

Co-ordinated scheduling and appointment management to optimise patient flow and reduce waiting at the reception

✓ Education

- **Park college of engineering and technology** 2014

BE (Computer science)

✓ Skills

- Front desk management Customer relationship management Multitasking abilities Telecommunication skills

✓ Languages

- Tamil, English, Malayalam