

# Resume

**Bhavana.M**

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**9845902193**

## PROFILE

Self-motivated with the ability to manage multiple administrative tasks in fast-paced situations, a likable personality, and outstanding customer service skills. Seeking to join a thriving environment where I can successfully apply my remarkable time management, strong communication and organization skills.

## EDUCATION AND QUALIFICATION

- **RMS INSTITUTE OF MANAGEMENT AND SCIENCE**  
07/2019 – 10/2022  
Bachelor of Accounting and Taxation
- **RMS PU COLLEGE**  
06/2017 – 03/2019  
Completed Pre University College
- **SRVS SCHOOL**  
06/2016 – 04/2017  
Completed Higher Secondary School

## KEY SKILLS AND CHARACTERISTICS

- ❖ Team Work
- ❖ Basic Accounting
- ❖ Hospitality Services
- ❖ Microsoft Office
- ❖ Tally
- ❖ Active Listener
- ❖ Quick Learner
- ❖ Adaptability
- ❖ Friendly, Courteous, And Service Oriented

## ACTIVITIES AND INTERESTS

- ❖ Listening to Music
- ❖ Drawing
- ❖ Teaching
- ❖ Great Food
- ❖ Travel

## WORK EXPERIENCE

### ➤ FRONT OFFICE RECEPTIONIST

**Astra Super Speciality Hospital, Konankunte Cross,**  
08/2023–PRESENT

- Welcoming guests with a smile and providing a positive first impression.
- Managing phone calls, responding to emails, scheduling appointments, organizing files, and maintaining supplies.
- Facilitated smooth operations for front desk area by handling all administrative tasks
- Providing administrative support to the executive staff when needed.
- Assisted customers with questions or issues and escalated issues as needed.
- Enhance customer experience through attentive service, timely resolution of inquiries and effective communication, handling up to 50 client interactions daily.

### ➤ INSURANCE AGENT

**Vehicle Insurance Company, Bengaluru**  
04/2023 – 07/2023

- Achieved sales target through proactive customer engagement
- Educated customers on policy details, empowering informed decision-making
- Managed policy renewals to ensure continuous coverage.
- Determined client needs and financial situations by listening and scheduling fact-finding appointments.

## LANGUAGES

- English
- Kannada
- Hindi

## CERTIFICATE

### ➤ **Diploma in Advance Accountancy**

**Declaration**

I here by declare that the information provided above is true to the best of my knowledge.

Date:

Place: Bangalore.

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