

AMRITA CHATTERJEE

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Asansol , West Bengal

PROFILE

Detail-oriented and results-driven professional with a strong background in office administration and executive support. Demonstrates exceptional organizational and communication skills, with a proven ability to manage multiple tasks efficiently in fast-paced environments. Adept at maintaining confidentiality, streamlining operations, and fostering productive relationships with internal teams and external stakeholders. Committed to delivering high standards of professionalism, accuracy, and service excellence.

WORK EXPERIENCE

2024 Jan - 2024 Oct

AIG HOSPITALS (Hyderabad)

Patient Welfare Executive

- As a Patient Welfare Executive, i will playing a crucial role in ensuring the well-being and satisfaction of patients within our healthcare organization. My primary responsibility will be to advocate for patients' rights, needs, and preferences, while coordinating resources and support services to enhance their overall experience.

2022 Jan - 2023 Dec

MEDVIEW HOSPITALS (Burdwan WB)

Accounts & Billing Executive

- As a Billing & Accounts Executive my responsibility was Invoicing and Billing , Accounts Receivable
- Management , Expense Management ,Compliance and Audit Support.

2019 Aug - 2020 Oct

BPO CONVERGENCE Asansol (WB)

Senior Customer Care Executive

- As a Customer Care Executive in a Business Process Outsourcing (BPO) environment, my primary responsibility is to provide exceptional customer service and support to clients or customers of the company.
- Responding to Inquiries, Issue Resolution, Providing Information and Assistance ,Customer Advocacy,Handling Complaints and Feedback, Quality Assurance.

EDUCATION

2024 - Present

AMITY UNIVERSITY ONLINE

Master of Business Administration

2016 - 2019

BIDHAN CHANDRA COLLEGE

Bachelor of Business Administration SGPA : 8.11

2014-2016

Shantinagar vidyamandir

High Secondary SGPA : 7.45

SKILLS

- Office Administration & Executive Support
- Patient Relations & Customer Service
- Team Coordination & Internal Communication
- Problem Solving & Conflict Resolution
- Basic Knowledge of Healthcare Operations
- Time Management & Multitasking

LANGUAGES

- Bengali
- Hindi
- English

CERTIFICATES

- SHRM Certified Professional
- Leadership & Motivation in Organization
- ChatGPT For HR
- People Management
- Certificate Course In Professional & Life Skills
- Communication Management
- Human Resource Management