

RESUME



RAVEENA MADHAVAN

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Areas of Expertise

- Communication Skills
- Leadership Skills
- Presentation Skill
- Customer Service

PERSONAL DETAILS

- Nationality - India
- DOB – 23 June 1995
- Language – English, Hindi, Malayalam, Tamil

INTERSTS

- Travelling
- Sports
- Planting

OBJECTIVE

To leave an ever-lasting impression in the field of biotechnology, by implementing expertise in designing innovative projects, for the better, faster and accurate techniques in the medical studies; thereby increasing the reputation of our esteemed organization.

ASSETS

- A professional committed to organizational growth & profitability and seeking wider & more challenging roles for applying domain knowledge & functional abilities.
- Carry a positive attitude, adaptable, willing to learn and take on opportunity for self-development.

PROFESSIONAL EXPERIENCE

Bright Med Dental Clinic (Dubai, UAE)

April 2021 – January 2022

Responsible for handling all customer support and inbound calls. Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.

- Scheduling and canceling patient appointments. Dental Charting and Treatment Planning. Completing and filing insurance forms and dental billing records.
- Coordinate calls, and communications between management and customers
- Contributes to team effort by accomplishing related results as needed.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges
- Notifies company personnel of visitor arrival.
- Resolving issues and troubleshooting technical problems.

AVANTORO - VWR (Tamil Nadu, INDIA)

- Coordinate calls, and communications between management and customers
- Communicating with clients and providing product knowledge.
- Resolving issues and troubleshooting technical problems.

ACADEMIC QUALIFICATION

Master of Science : Bio-Technology –

Bharathiar University – Coimbatore, Tamil Nadu, India.

Bachelor of Science Bio-Technology

Sree Narayana guru college – Coimbatore, Tamil Nadu.

Place: **Dubai**

Date:

RAVEENA