

CURRICULAR VITAE

PREMIKA RAI

Nationality: Bhutanese

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Alkhail Gate, Dubai, UAE



Professional Summary

- Worked at various capacities as Receptionist, Cashier and HR cum Adm. Assistant in UAE and Bhutan.
- Ability to provide any Customer Service effectively and efficiently in the most challenging and diverse working environment.
- Strong management abilities able to perform Secretarial, Assistant & Office management duties simultaneous.
- Looking for an opportunity in any industry in any role as I believe I have the potential to learn, initiate and execute the work I am assign to for the company's success and for the career & personal development.

Strength

Able to maintain interpersonal relationship and multi-tasking with detailed function.

WORK HISTORY

A. As Receptionist, Karama Medical Centre, Dubai since March 2019 till date.

- Obtain patient demographic and verifying insurance information at each visit.
- Process approval with the insurance companies for the medical procedures and services and follow-ups.
- Prepare bills & invoices, collect payment cash/card for the services.
- Handling enquiries, complaints, taking appointments, telephone calls etc.
- Attend to any administrative duties including documentation, office supplies etc.
- Handling petty cash.

B. As Cashier, Carrefour, Dubai since April 2018 to February 2019.

- Greet customers when entering or leaving the store.
- Scan goods and ensure pricing is accurate.
- Issue receipts, refunds, change or tickets, redeem stamps and coupons.
- Attend to Customers complaints and queries, guide them and provide information.
- Handover the cash with detail collection to the main safe.

C. As HR cum Administrative Assistant, Mangdechhu Hydroelectric Project Authority, Bhutan
since Dec. 2010 to March 2018.

- Provide support to the Administration/HR Department in everyday activities.
- Assist HR managers in Recruitment and Selection process.
- Proper documentation and filing relating to recruitment, training, leave records etc.
- Schedule and coordinate meetings, appointments and travel arrangements etc.
- Answer incoming calls, directing messages, email, place office supplies, processing work permits, visa's etc.
- Attend to any customer service to employees, visitors query etc.

D. As Administrative Assistant, CTC, Ministry of Labour & Human Resources, Bhutan
since July 2004 to Nov. 2010.

- Provide support to the Head of the Organization in everyday Administration activities.
- Assist and followed up Performance Appraisal System.
- Managed HR database on employees including leave records.
- Taking on the duties of Motor Transport Officer.
- Managed Institute Development Fund for Project accounts.
- Attend to any secretarial duties.

Education

- B.Com-North Bengal University, India 2014
- Adv. Diploma in Human Resource Planning and Development-IAMR, New Delhi, India,2009
- Sr. Secondary (Com)- SHMD, CBSE, India,2001

Professional Training

- Public Relation- GPY Computer Training Institute, Bhutan, 2015
- Government Administration& HR Department- HCM, Rajasthan State Institute of Public Administration, Jaipur, India, 2009
- Managerial Aspects of Human Resources- Uttarkhand Academy of Administration, India,2009
- International Training –Lal Bdr. Shastri Institute of Management & Technology, Programme on HRP&D, India, 2009
- Essential Computer Skill - Computer Management Institute, Bhutan ,2007

Key skills

- Administration / Customer Service/Independence
- Communication / Computer literate/ Organizational

Language Spoken

- English, Hindi, Nepali, Dzongkha

Personnel Details

- ADDRESS :Alkhail Gate, Dubai
- PASSPORT NO. :G032851
- VISA STATUS : EMPLOYMENT VISA