



LIVENCY STEFFY PEREIRA

Receptionist / Office Clerk

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SUMMARY

Detailed oriented Office Clerk Assistant cum Receptionist with 3 years of experience in administrative tasks and customer service management. Proficient in working independently or collaboratively, demonstrating strong communication skills and a commitment to ensuring customer satisfaction. Possessing problem-solving skills, time management abilities and a strong work ethic.

SKILLS

- Organizational skills • Public Relations • Team work • Management skills • Time management • Active listening • Effective communication • Administrative skills • Customer service

WORK EXPERIENCE

Dental Receptionist- Dr. Piedade Dental Clinic Benaulim **March 2024- July 2024**

- Updating and maintaining patient profiles, assisting patients and scheduling appointments.
- Managing administrative duties and preparing bills. Ensuring patient privacy and effective communication,
- Handling phone inquiries and giving appointment reminders.
- Improving patient experience and reducing wait times to create a welcoming atmosphere.

Pharmacy Assistant - St. Joseph Vaz Pharmacy Benaulim **Feb 2023- Feb 2024**

- Tasks include medicine dispensing, inventory management, prescription processing, and administrative duties.
- Involved cash handling, monitoring outdated drug, utilizing pharmacy software and technology.
- Monitor the stock and place orders for replenishment.
- Provide excellent customer service, answering inquiries and assisting customers.

Office Clerk - Sambari Enterprises Fatorda **Sep 2021 - Jan 2023**

- Responsibilities include administrative tasks, customer service, cash handling, communication skills and computer proficiency.
- Organizing and categorizing documents and emails
- Phone etiquette, problem-solving abilities and multitasking.
- Perform inventory checks, maintain office supplies
- Undertake basic bookkeeping tasks and issue invoices and cheques etc.

EDUCATION

Bachelor of Science in Zoology **2017-2020**

- Parvatibai Chowgule College Of Arts and Science Margao Goa, An Autonomous College Affiliated To Goa University .

Higher Secondary Education In Science Stream **2015-2017**

- Rosary Higher Secondary School Under Goa Board OF Secondary And Higher Education Alto- Betim Goa

High School **2015**

- St. Aloysius High School Benaulim, under Goa Board Of Secondary And Higher Education Alto-Betim

ADDITIONAL INFORMATION

Internship : Pathological Techniques- Phlebotomy, routine analysis of blood and urine at Genetic Research Lab and Dr.Mahesh Raikers Pathological Lab.

Certificate: Advance Diploma In Computer Applications at JTEC Computer Institute- Computer Applications, Desktop Publishing, Tallyprime.

Language : English, Konkani, Hindi