EKTA SHARMA

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## AN OVERVIEW

A multi-faceted professional with over 6 years of extensive experience in Customer Care (Healthcare & Hospital) & Operations. Currently working with Credent Cold Chain Pvt Ltd as a. Manager in operation department.



**Special Mentions:**

**Awarded Encore in previous organization for working continuously in Covid Operations without any leave and doing 16-18 hours shifts from office.**

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**Award for Best Key Account Manager of the Year for 2022-2023 at Credent Cold Chain Logistics Pvt. Ltd.**

***Core-functional competencies include:***

* Team Management
* Managing Multi-Projects Simultaneously
* Handling Client and Patients Escalations
* End – to – End Follow ups with Clients
* Hiring and replacements.

**CAREER CONTOUR**

# Januray’2022 Present: Credent Cold Chain Logistics Pvt Ltd.

# Handling a team of 200+ phlebos and logistics.

# Hiring candidates as per client requirement – Nurses, Phlebotomists, Doctors, etc.

# Handlings PAN India Camps for SRL & other projects.

# Managing escalations, coordination between different clients and team.

# Complete end to end coordination & documentation.

# Working in flexible hours as per organization requirement.

# April’1st 2021-January’2022: Kartavya Healtheon

## Responsibilities:

* + Handling a team of 125 people.
  + Hiring candidates as per client requirement
  + Point of contact between Organization and Client. (3 projects simultaneous)
  + Managing escalations, daily attendance, payouts, MIS and more.
  + Complete end to end coordination&documentation.
  + Maintaining transparency of work between Organization and Client.
  + Maintain PR & Research of Market for Business proposals.
  + Test knowledge & Market Knowledge.

# Sep’23, 2019- March’01, 2021: Core Diagnostics Pvt Ltd, Gurgaon Haryana, Customer Care Executive / COVID Operations

## Responsibilities:

* + - Handling calls from patients regarding their reports, test details or block return.
    - Handling mails from sales team, clients, and patients.
    - Handling PSN’s, Add-on’s and other task given by Manager.
    - Handling some of sales part also.
    - Handling home collection service.
    - Also got the Employee of the Month in December 2019 for handling Maximum numbers of calls and Emails.
    - Last year worked in covid operations – Verified the ICMR forms, handled documentation as per Govt. rules, handled communication with patients, doctors and Govt. Projects.
    - Handling client PR & Marketing.

# Oct’15, 2018-Sep’20, 2019: Max@Home, Max Super Specialty Hospital, Gurgaon, Haryana, Customer Care Executive

## Responsibilities:

* + - Handled patients directly and arranging services provide by Max@home & convey them about the charges.
    - Handled billing related issues & discount policies.
    - Handled mails from patients regarding their current services & if they have any issues regarding the service.
    - Handled calls from IPD or OPD patients for the services appointments and start their services.

***Aug’22, 2017- Jan’13, 2018: SRL Diagnostics, Gurgaon Haryana Customer Care Executive***

## Responsibilities:

* + - Handled calls from patients regarding their reports, test details & any query.
    - Handled calls from clients for their reports & test related queries.
    - Handled mails from sales team, clients, and patients.
    - Test query related trainings given to team many times.
    - Handled PSN’s, Add-on’s and other task given by Manager.

# Apr’16, 2015- Aug’11, 2017: Metropolis Healthcare Ltd, Delhi, Customer Care Executive

## Responsibilities:

* + - Handled calls from patients regarding their reports, test details & any query.
    - Handled calls from clients for their reports & test related queries.
    - Handled mails from sales team, clients, and patients.
    - Handled Home collection services for patients.
    - Handled PSN’s, Add-on’s and other task given by Manager.

# Training of 6 months from Max Super Specialty Hospital, Saket, Delhi

* + - Clinical Pathology- Manual and Machinery.
    - Microbiology
    - Serology
    - Hematology
    - Biochemistry
    - Blood Bank
    - Sample Collection

## SCHOLASTICS

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| --- | --- | --- |
| **QUALIFICATION** | **BOARD/UNIVERSITY** | **YEAR** |
| B.Sc. MLT | NIMS University | 2016-2019 |
| DMLT | Mahatma Gandhi University | 2014-2015 |
| Senior Secondary | CBSE Board | 2011 |
| 10th | CBSE Board | 2009 |

**COMPUTER SKILLS**

* + - Basic Computer Knowledge and Basic Excel

## PERSONAL SNIPPETS

Date of Birth **:** 1st Sep, 1993

Permanent Address **:** WZ-335, Naraina, New Delhi-110028 Language Known **:** Hindi, English, Punjabi

Hobbies **:** Travelling & Cooking.