

M.C.MITHUNESH

Customer service, Administration & Operations Professional



PROFILE

Dynamic, industrious & results-driven operations and administration professional with 8 years of diversified work experience, sound expertise, deep operational insight, sharp business acumen, and strong leadership. Possess a proven capacity to collaborate with multifaceted corporate teams to deliver greater heights in terms of operational efficiency, profitability, quality of product/service, and steady sustainable business growth.

Committed to continuous growth, I seek a challenging position at a reputable firm where I can reach my full potential while contributing equally to organizational growth.

PERSONAL INFO

-  Dubai, UAE
-  +971523672059 / +94771866277
-  mithuneshmc@gmail.com
-  12 January 1996
-  On Visit Visa

IT SKILLS

- MS Office
- ERP Systems
- Appointment and Billing Systems
- Opera Systems

AREAS OF EXPERTISE

- Operations Management
- Business Administration
- Billing Management
- Data Entry
- E-Commerce
- Inventory Management
- People Management
- Health Care Management
- Revenue Cycle Management
- Order Management
- Data Verification
- Business Development
- Customer Service
- Performance & Team Building

WORK EXPERIENCE

Senior Executive - Operations (Jan 2022 – Jun 2023)

Legacy Healthcare (Pvt) Ltd, Sri Lanka

- Perform revenue cycle management for leading hospitals in the country, in collaboration with the respective Finance & Administration departments.
- Strategically plan & implement billing & payment collection schedules, while maintaining strict adherence to timelines.
- Establish & maintain strong cordial relationships with all teams.
- Provide excellent customer service with effective inquiry management, service solution, and complaint resolution.

E-Commerce Executive (May 2021 – Dec 2021)

ISM Solutions (Pvt) Ltd, Sri Lanka

- Manage inquiries received via social media and E-store effectively, while assisting clients in selecting the best product solution.
- Manage orders received via social media & E-store effectively while ensuring the availability of the items with the back-office team.
- Coordinate timely delivery of the orders in collaboration with the logistics partners.
- Provide excellent customer service with continuous rapport and after-sales support.
- Update & finalize the invoicing & payment details in coordination with the Finance team.

Admin Coordinator and Customer Coordinator (2018 - 2021)

Softlogic Electronic Service Centre, Sri Lanka

- Elicit customer requirements, help select the best product option, and coordinate installation jobs for air-conditioning and home appliance products.
- Monitor and correspond to emails received to the general inquiry id while coordinating with relevant personnel for further action.
- Delegate, schedule, and deliver installation projects within the timeframe, in coordination with the technical team.
- Provide excellent customer service with effective inquiry management, service coordination, complaint resolution,

-LANGUAGES

- English: Professional Proficiency
- Tamil: Native Proficiency
- Sinhala: Bilingual Proficiency

SOFT SKILLS

- Marketing Skills
- Management Skills
- Effective Negotiation
- Effective Communication & Coordination
- Interpersonal Skills
- Analytical Skills
- Strategic Skills
- Leadership & Team Collaboration
- Problem Solving & Crisis Management
- Tactical & Divergent Thinking

PERSONAL STRENGTHS

- Focused, Determined & Career Dedicated
- Composed under Pressure
- Work Independently with Min. Supervision
- Proactive in the Positive Change
- Convert Crises into Opportunities to Learn

INTERESTS



Career
Ambitions



Passionate
Selling



Corporate
Leadership



Continuous
Learning



Service
Excellence



International
Exposure

IN-HOUSE TRAINING

- Achieving Customer Service Excellence
- Effective Communication
- Basic Fire Training
- System Training
- Leadership Building

REFERENCES

Available upon request

Coordinate invoicing and payment collection with the client and the Finance department.

Proactively contribute to business development while working with the BD team to acquire new clients.

Receptionist and Customer Coordinator (2017 to 2018)

Ninewells Hospital, Sri Lanka

- Welcoming visitors, patients, and guests to the hospital with a friendly and professional demeanor.
- Handling incoming phone calls, transferring calls to the appropriate departments, and taking messages when necessary.
- Scheduling appointments for patients and visitors while maintaining an organized and efficient appointment book.
- Registering new patients, collecting relevant information, ensuring accurate entry into the database, and managing front desk operations

Receptionist (2015 – 2017)

Asiri Medical Hospital, Sri Lanka

- Handling incoming calls to the hospital's main line, directing calls to the appropriate departments or individuals, and taking messages.
- Collecting payments from patients for services rendered, processing transactions, and issuing receipts.
- Assisting patients with basic needs, such as providing information about nearby amenities, and wheelchair assistance, and guiding them to different departments.
- Addressing inquiries and complaints from patients, visitors, and staff in a professional manner, and escalating issues to the appropriate personnel when necessary.

EDUCATION

Diploma in Information Technology (2015)

British Informatics Computer Technology, Sri Lanka

GCE Advanced Level - Business Studies, Accounting, Economics

Department of Examinations, Sri Lanka