

## **CURRICULUM VITAE**



**Avneet Kaur**

**avneetkaurkohli84@gmail.com**

**9711427347**

### **Career Objective**

To secure a position in a reputed organization to enhance my skills and have all round development and career growth.

### **Professional Summary:**

Experienced aesthetic clinic manager adept at overseeing operations, optimizing patient experiences, and driving team performance. Skilled in strategic planning, staff development, and maintaining high standards of quality care.

- Successfully managed daily operations of the aesthetic clinic, ensuring smooth workflow and efficient patient care.
- Implemented strategic initiatives to enhance patient satisfaction and retention, resulting in increased client base and revenue growth.
- Led and motivated a team of healthcare professionals, fostering a positive work environment and achieving exceptional service delivery.
- Developed and implemented training programs to continuously improve staff skills and knowledge in the latest aesthetic procedures and technologies.
- Maintained compliance with industry regulations and standards, ensuring a safe and ethical practice environment

## **WORK EXPERIENCE:**

### **June 2023 – Till Date– Oliva skin and Hair clinic – Delhi Branch (Clinic Manager)**

- Oversee day-to-day operations of the aesthetic clinic, ensuring smooth workflow and efficient patient scheduling.
- Manage and motivate clinic staff, including physicians, nurses, and administrative personnel, to maintain high standards of service delivery.
- Develop and implement strategic initiatives to enhance patient satisfaction, retention, and overall clinic profitability.
- Coordinate with medical suppliers and vendors to ensure adequate inventory of supplies and equipment.
- Stay updated on industry trends, regulations, and best practices to ensure compliance and optimize clinic performance.
- Handle patient inquiries, concerns, and complaints in a professional and timely manner.
- Collaborate with marketing team to develop and execute marketing strategies to attract new patients and promote clinic services.
- Monitor financial performance, including revenue, expenses, and profitability, and take appropriate actions to achieve financial goals.
- Implement and maintain policies and procedures to ensure a safe and ethical practice environment.
- Continuously assess and improve clinic processes and workflows to enhance efficiency and quality of care.

### **June 2021 – June 2023– Recon Aesthetics Private Limited Sec 28 Gurgaon (Centre Head)**

- Completes Clinic operational requirements by scheduling and assigning Employees.
- Maintains Clinic Staff orienting, and training employees.
- Identifying current and future client requirements by establishing reports and follow up potential clients for future requirements.
- Ensure clinic is having safe and clean environment.
- Maintains operations by initiating, coordinating, operational policies and programmers.

### **August 2016 –May 2021 HYATT ANDAZ DELHI (Five star luxury hotel) Aerocity New Delhi, Front Desk Host**

- Responded to guest complaints or support requests and conducted analysis on request to determine guest satisfaction.
- Registered new guests, recorded information and input data into internal system.
- Provide information on programs, Daily Updates, support and assistance to guests.
- Assisted Guests with Check-in and Hotel showround
- Updating C-Forms for foreign nationalities
- Managed incoming Guests calls, internal departmental calls, Guest requests and follow-ups.
- Maintaining Records for C-forms, Housekeeping and ISCALA.

**July 2010-June 2016-Schneider Electric Pvt Ltd (Coronet Engineers Pvt Ltd)-Tilak Nagar-Office Co-Ordinater.**

- Managed Billing of client services and invoices
- Managed Company records and assets
- Inventory office supplies and place recorders
- Check on housekeeping maintenance, staff birthday, Special Occasions.
- Prepared important documents and packages for pick-up's and delivery.
- Format and review reports and client documentation.
- Payments follow-ups, Form-C for company.
- Compose internal and external correspondence
- Ensure Office database is up-to-date.
- Assistance of Staff ticketing, Meeting rooms, Social Media.
- Sorted daily mails for Directors and other staff members.
- Managed Schedules and reminders of meetings, conferences, seminars, and business trips.
- Took phone calls from vendors and suppliers.

**May 2006-Jun 2009 – Videocon Industries (Volcare industries Pvt Ltd)-Vikas Puri-Customer care officer.**

- Managed team members in daily administration of office activities, which include guest issues, complaints, documentation, projects.
- Address client Inquires, AMC, account information and collection process.
- Interacted with clients to generate repeat and referral business.
- Managed 23-line console system to ensure smooth operations.
- Coordinated meetings, updated calendars, and complex schedules.
- Word processing, data entry, and spreadsheet work using Microsoft Office applications.
- Prepared documentation, maintained records.

### **Educational Qualification**

<b>Graduation:</b>	<b>Graduate from Delhi University</b>	<b>2004</b>
	Janki Devi Mahavidalaya	
<b>Intermediate:</b>	<b>CBSE Board (arts) 70%</b>	<b>2001</b>
	G.T.B 3 <sup>rd</sup> Cent. Public School, New Delhi	
<b>Matriculation:</b>	<b>CBSE Board (arts) 70%</b>	<b>1999</b>
	G.T.B 3 <sup>rd</sup> Cent. Public School, New Delhi	

### **Computer Proficiency**

Operating System:	Window 98, XP.
Package:	MS-office, Internet

### **Skills Gained**

- Managed to obtain interesting experimental results and to present them efficiently to colleagues and supervisors
- Used patent information to set up experiments.
- Team Coordinator and Leader
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### **Interests & Hobbies**

- Cooking, Music, Travelling & Fashion.

### **Personal Details**

Husband's Name	:	S. Mandeep Singh Kohli
Date of Birth	:	25 Jan'1984
Address	:	WZ-B21/B, Street No. 12 Sant Garh, Tilak Nagar, New Delhi-18
Languages	:	English, Hindi & Punjabi
Skills	:	Hard Working and Punctual

**Date:** .....

**(AVNEET KAUR)**



