

RAJALAKSHMI M

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Dubai, UAE



SUMMARY

I have above 4 years of experience in administration and Citizenship and corporate Services. I am seeking a position in a reputed firm in order to build a long-term career by investing the best of my knowledge & educational qualifications and to serve the organization with an outstanding output.

WORK EXPERIENCE

Company : **Citizenship & Corporate Services Dubai, UAE**
Title : **Case Processing Officer**
Tenure : **November 2021 to December 2023**

- Submitting applications from different nationalities for obtaining second citizenship in the Caribbean countries St. Kitts, St. Lucia, and Antigua & Barbuda.
- Preparing Citizenship application forms and related documents.
- Organizing appointments, preparing necessary documents prior to the client meeting, and ensuring availability of facilities.
- Dealing with cash of each and every application and coordinating with the accounts team to ensure the timely payment of the government fees which should be made by the clients.
- Determining eligibility for immigration benefits and services along with managing application deadlines and ensuring immigration applications are filed on time.
- Performing data entry for immigration cases and responding to client phone calls and emails.
- Guiding the applicants to complete the documentation procedures required for the Citizenship applications.
- Uploading client's full files in the corresponding portal, preparing hardcopy, Couriering, follow up with the tracking and updating the clients accordingly.
- Translating and certifying documents, arranging photographs as per the Passport office, making copies and assembling applications.
- Photocopying, collating, scanning, faxing, laminating, binding and wherever required by the role, update information systems and prepare routine reports along with ordering and maintaining office stationery supplies.

WORK EXPERIENCE

Company : **Ibin Sina Medical Center, Ajman, UAE.**
Title : **Administrative Officer**
Tenure : **March 2019 to April 2021**

- Serves patients by greeting and helping them, scheduling appointments, and maintaining records and accounts.
- Daily data entry, handling emails and calls.
- Coordinate with the Office Assistant for daily collection and distribution of couriers when required.
- Assisting all hospital staff in any issue related to insurance patients.
- Answering all patient's queries related to medical insurance.

- Scheduling appointments, procedures in accordance with patient physical condition and insurance guideline.
- Improving efficiency in controls of Patient billing and cash handling.
- Preparing and promoting services regarding the offers and patients on monthly target basics.
- Collecting and maintaining credit card machine transaction records & reconciliation.
- Manage all petty cash reimbursements & maintain adequate float.
- Maintaining all Physical patient refunds monitoring/checking and filing for audit.
- Monitoring office supplies, ordering replacements and reporting the management.
- Support managers and employees through a variety of tasks related to organization and communication.

KEY SKILLS AND COMPETENCIES

- Strong Interpersonal, Customer service and Communication skills.
- Excellent time management skills.
- Outstanding verbal and written communication skills.
- Ability to multitask and prioritize works.
- Liaise with staff in other departments and with external contacts.
- Proficient in Microsoft office suites.
- Ability to produce consistently accurate work even whilst under pressure.
- Ability to successfully manage multiple, competing priorities to meet deadlines.
- Critical thinking, analytical and problem-solving skills.
- Ability to work independently as well as collaborating in team environment.

EDUCATIONAL QUALIFICATIONS

- **B TECH in Applied Electronics and Instrumentation,**
Calicut University with First Class (2013-2017)
- **Plus Two** in Biology Science
Bethany Girls Higher Secondary School, State Board Kerala with **92%** (2011-2012)
- **SSLC**
L F C G H S School under State Board Kerala with **85%** 2010

ACADEMIC PROJECTS

- **Alcohol Detector and Vehicle Control-Minor Project**
Duration: 3 months, Team Size: 4
Objective is to enhance the safety of drivers
- **Smart Electric Wheeled Walker- Main Project (B Tech)**
Duration: 6 months, Team Size: 5

INTERNSHIP

- Implant Training at FACT Ltd. Kerala India
- Automation Workshop

PERSONAL ATTAINMENTS

- MS Office
- MATHLAB
- LABVIEW
- VHDL

LANGUAGE PROFICIENCY

- English : Fluent (Read, write and speak)
- Hindi : Fluent (Read, write and speak)
- Malayalam : Mother tongue

PERSONAL DETAILS

- Date of Birth : 25/March/1995
- Nationality : India
- Marital Status : Married
- Driving License : India
- Passport Details : No. R8048325
- Visa Status : Visit Visa

OTHER DETAILS

- Notice Period : Immediate
- Other Details : Will be Furnished on Request.