

AARTI NAMDEO

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SingapurTownship,IndoreM.P.India

Professional Summary :-

Results-driven Organized Coordinator dedicated to enhancing customer satisfaction and service quality. Proven expertise in documentation, reporting, and compliance. Skilled in managing employee records and maintaining accurate files. A hardworking professional with exceptional customer service, multitasking, and time management abilities. Committed to delivering positive and memorable experiences for every customer.

Key Skills

- Document Management
 - Record Keeping
 - Office Equipment Operation
 - Administrative Experience
 - Data Entry
 - CRM Software
 - Operations Management
 - Customer Service
 - Medical Billing
 - MS Office
 - Staff Management
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Work Experience

Currently working as a Operations Manager at Zenonco.in (Zenheal Wellness Pvt Ltd.), a cancer care hospital Remote Work (WFH)

April 2025 – Present

Key Responsibilities

- Managing Patient Care Team
 - Order tracking and dispatch coordination for medicines from various platforms
 - Handling online appointments for doctors and patients
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Worked as a Service Manager at Deol Australia Pvt Ltd, Remote Work (WFH)

April 2024 - March 2025

Key Responsibilities

- Coordinated services between service centers and customers.
- Led a service team to ensure best customer satisfaction.
- Managed parts ordering with various vendors.
- Maintained inventory levels.
- Handled invoicing for parts and services.

- Oversaw third-party workshops for services.
- Managed mobile technician services.
- Coordinated towing services (Roadside Assistance).
- Supervised fleet management.
- Audit

Worked as a Assistant Coordinator at Europ Assistance India Pvt Ltd, Mumbai, India
Remote Work (WFH),
 August 2021 - October 2023

Key Responsibilities

1. Resolved customer service issues promptly while maintaining quality standards.
2. Provided roadside assistance to customers of various automotive brands (Skoda, Volkswagen, Honda, Mahindra, and Maruti).
3. Addressed vehicle breakdown complaints, arranging:
 - Technicians
 - Towing services to workshops
4. Managed records on SFDC (Salesforce) and DMS (Dealer Management System) portals as a back-office executive.

Worked as a Customer Service Associate at IndiaMART Intermesh Pvt Ltd (Freelancer),
 January 2020 - August 2021

Key Responsibilities

- Greeted customers and identified their needs.
- Provided information about products and services.
- Resolved customer inquiries in a timely manner.
- Answered phone calls from customers promptly and courteously.

Worked as a Receptionist/Administrator at Intellect Height Academy, Indore, India
 July 2017 - June 2018

Key Responsibilities

- Ensured accurate completion of paperwork prior to submission.
- Responded to inquiries from students, staff, parents, and visitors regarding policies and procedures.
- Planned meetings with faculty members to discuss upcoming activities.
- Answered phones and directed calls to appropriate staff members.
- Assisted with new student enrollment.
- Organized and maintained student records.
- Processed incoming mail, packages, and deliveries.
- Provided administrative support to faculty and staff.
- Developed spreadsheets using Microsoft Excel for tracking budget expenses.
- Performed data entry for student registration information..

Worked as a Mediciam Executive at Rajas Eye Hospital, Indore, India
 April 2015 - October 2016

Key Responsibilities

- Reviewed insurance claims forms for accuracy prior to submission.
 - Provided knowledgeable and friendly service to resolve customer issues.
 - Managed health claims (cashless and reimbursement) for eye treatments, including:
 - Client communication and documentation assistance
 - Follow-up for claim approval and settlement
 - Coordination with insurance companies, hospitals, and clients
 - Maintained digital records of claim files and documents, and prepared databases.
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Worked as a Medclaim Billing Executive at New Center for Sight Eye Hospital, Indore, India
July 2013 - March 2015

Key Responsibilities

- Developed and maintained billing system procedures to ensure accuracy.
 - Managed customer accounts, including pricing and payment terms.
 - Processed customer payments and generated monthly statements.
 - Resolved customer inquiries regarding billing discrepancies.
 - Assisted with month-end closing activities and account reconciliations.
 - Maintained organized records of billing activities.
 - Reviewed vendor documentation for compliance with payment guidelines.
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Worked as a MIS Executive at Autoparts Dealer of Hero Honda and Tata Motors

Key Responsibilities

- Created dashboards and visualizations to present data insights in an easy-to-understand format.
 - Developed and updated user-friendly spreadsheets on a daily basis.
 - Designed tables, pivot reports, and charts for tracking and analyzing information.
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Worked as a Customer Care Representative at Reliance DTH (Service Center), Lucknow,
March 2008 - September 2008

Key Responsibilities

- Assisted customers with inquiries, complaints, and feedback via phone, email, and chat.
 - Provided technical support for product usage and troubleshooting.
 - Resolved customer issues promptly and professionally.
 - Identified opportunities for improvement in customer service processes based on customer feedback.
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Worked as a Back Office Executive at L.G. Electronics (Zonal Office, Lucknow)
June 2006 - February 2008

Key Responsibilities

- Maintained accurate records of customer accounts and invoices.
- Managed databases for tracking customer information and sales activity.
- Ensured compliance with regulatory guidelines for back-office operations.
- Responded to customer emails, escalating complex queries as needed.
- Conducted quality assurance checks on outgoing documents.
- Created spreadsheets in Microsoft Excel for record-keeping and reporting.

Education

- Postgraduate Diploma in Computer Applications (PGDCA), Maharishi Mahesh Yogi Vedic Vishwavidyalaya, Jabalpur, M.P. (2014)
- Postgraduate Diploma in Personnel Management (PGDPM), Dr. Hari Singh Gour Vishwavidyalaya, Sagar, M.P. (2012)
- Master of Arts, Govt. P.G. College, Hamirpur (2007)
- Bachelor of Arts, Govt. Women's University, Hamirpur (2003)
- Intermediate, Govt. Girls Inter College, Hamirpur, U.P. (2000)
- High School Diploma, Govt. Girls Inter College, Hamirpur (1998)

Software Skills :-

- MechanicalDesk
- RCM (Rental Car Management)
- Zoho
- Wati
- Asana
- Outlook
- Podium
- Telemax
- SFDC (Salesforce)
- DCM

Declaration

I hereby declare that the information furnished in this resume is true and accurate to the best of my knowledge and belief. I assume full responsibility for the correctness and authenticity of the details provided.

Date-

