

JYOTI RANI

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Administrative Assistant/Customer Service

HIGHLIGHTS OF QUALIFICATIONS

- Administrative & Customer service experience for incorporating effective communication and organizations skill used for planning, management and dealing with clients
- Hardworking, flexible individual interested in continuous learning with strong team player skills and attention to detail
- Able to compile information from a variety of sources due to a background in Math, Science and Language
- Collaborate efficiently with co-workers in cultural difference and responsive to change and open to alternative ways of implementing ideas
- Advanced written and verbal fluency in English, Hindi and Punjabi languages
- Highly resourceful and proficient in Microsoft Office, Windows, Internet, and Email, with a typing speed of 40 wpm
- Communication, interpersonal skills, time management, organization, scheduling, teamwork, ability to work in fast paced environment, problem solving, Microsoft Office including MS Word, Excel, PowerPoint, Outlook

RELEVANT EXPERIENCE

Administrative Assistant Skills

- Maintained and entered information into database, managed paper filing systems, recorded information, updated paperwork, and maintained documents, such as attendance records, correspondence and other materials
- Operated office equipment, such as scanners, copiers, and phone systems
- Trained and supervised new teammates, resulting in an understanding of cooperation and communication with an ability to resolve conflicts and collaborate effectively
- Engaged with patients or clients to resolve conflicts and discuss the concerns
- Built and maintained key relationships with clients to provide high quality service daily
- Telephone triage of urgent on the day appointment requests.
- Assisted new patients with clinic services and appointment scheduling.
- Recorded and processed notes during meetings
- Prepared PowerPoint slides and presentations for college seminars & projects
- Assisted in scheduling appointments onto the doctor's clinic list based on availability

WORK HISTORY

Fulfillment Associate- Amazon Inc.- Brampton, ON 2021-Current Job

Medical Receptionist/Administrative Assistant- Goldbrite Medical Centre- Mississauga, ON 2020-2021

Administrative Assistant-Winmac Pharmaceuticals- Chandigarh, India 2018-2019

Hospital Pharmacist- Government Hospital- Chandigarh, India 2016-2017

EDUCATION

PG Diploma in Healthcare Administration and Service Management-Conestoga College-2020

Bachelors of Pharmacy- Rayat Bahra University-2019

Diploma In Pharmacy-SGGS College of Pharmacy- 2016