

# GODUGU SANDHYA

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## PROFESSIONAL SUMMARY

Welcoming clerical professional with 3 years of experience in Non Voice Call office setting assisting customers and teammates. Positive and upbeat attitude while greeting and interacting with customers, answering call, mail writing and scheduling meetings and collecting the feedback and summary of the meeting. Accurate when entering information in excel and keeping organized filing systems.

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## WORK HISTORY

**Receptionist, 06/2020 to 12/2022**

**Dr. Satyas skin and hair cosmetics clinic - Hyderabad, India**

- Answered central telephone system and directed calls accordingly.
  - Confirmed appointments, communicated with clients, and updated client records.
  - Maintained confidentiality of information regarding clients and company.
  - Answered phone promptly and directed incoming calls to correct offices.
  - Managed multiple tasks and met time-sensitive deadlines.
  - Restocked supplies and submitted purchase orders to maintain stock levels.
  - Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
  - Responded to inquiries from callers seeking information.
  - Corresponded with clients through email, telephone, or postal mail.
  - Answered questions and addressed, resolved, or escalated issues to management personnel to satisfy customers.
  - Collected and distributed messages to team members and managers to support open communication and high customer service.
  - Operated multi-line telephone system to answer and direct high volume of calls.
  - Helped office staff prepare reports and presentations for internal or client-related use.
  - Routed incoming mail and messages to relevant personnel without delay.
  - Monitored and screened visitors to verify accessibility to inter-office personnel.
  - Scheduled office meetings and client appointments for staff teams.
  - Balanced employee availability, customer schedules, and maximum load levels when scheduling appointments.
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## CONTACT

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## SKILLS

- Customer and client relations
  - Project Management
  - Scheduling
  - Multi-line Telephone Systems
  - Telephone skills
  - Verbal and written communication
  - Mail handling
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## EDUCATION

Intermediate, Bipc, 06/2015

**Sri Gayatri Junior college** - Mansoorabad

- 68.5 %

SSC, 06/2013

**Nagarjuna Montessori IIT Concept high School** - Mansoorabad

- 85%

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