

ATHIRA K N

CONTACT

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- Kochi - 682019

EDUCATION

2017-2019
UNIVERSITY OF MUMBAI

- Master of Science - Forensic Science

2014-2017
UNIVERSITY OF MUMBAI

- Bachelor of Science - Forensic Science

SKILLS

- Hospital & Healthcare Administration
- Crisis & Emergency Management
- Workforce Recruitment & Leadership
- Patient Care Oversight & Risk Management
- Customer Service & Conflict Resolution
- Data Management (MS Excel, PowerPoint)

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Malayalam (Fluent)
- Tamil (Intermediate)
- Telugu (Basics)

PROFILE

Versatile professional with expertise in hospital operations, crisis leadership, and strategic management. Directed the end-to-end functioning of a Covid-19 facility, overseeing patient care, workforce management under pressure. Brings additional experience across customer service, insurance claims, corporate documentation, and data operations, reflecting adaptability across healthcare, and corporate environments. Known for strong decision-making, resilience, and team leadership. A multilingual communicator skilled in building trust with diverse teams and communities

WORK EXPERIENCE

- Process Associate** Jul 2024 - Jan 2025
Stelling Technologies Pvt. Ltd.
 - Addressed and resolved diverse customer queries, including refund initiation processes
 - Successfully managed irate and dissatisfied customers with professionalism, empathy, and problem-solving
 - Ensured high standards of service delivery while maintaining customer satisfaction metrics
- Document Production Associate** Oct 2022 - Feb 2024
Williams Lea India Pvt. Ltd.
 - Delivered accurate and high-quality corporate documentation under supervision
 - Took charge of projects whenever required, ensuring smooth workflow and leadership readiness
 - Completed tasks within deadlines while maintaining minimal error rates, even under pressure
- Customer Relationship Manager** Jan 2022 - June 2022
ICICI Lombard
 - Handled inbound customer calls related to medical and general insurance products
 - Processed and managed multiple insurance claims, ensuring compliance and timely resolutions
 - Provided customer guidance on policy details and claims, strengthening client trust and satisfaction
- Data Entry Operator (Acted as Admin Incharge)** May 2021 - Aug 2021
NHM (A Kerala Govt COVID Initiative)
 - Spearheaded end-to-end operations of a Covid-19 Second Line Treatment Centre
 - Oversaw critical decision-making in patient management, hospital resource allocation, and staff coordination
 - Strengthened operational systems to ensure efficiency, patient safety, and regulatory compliance
- Data Entry Operator** Aug 2019 - Jan 2020
Kudumbasree IT Unit
 - Managed and maintained accurate records of customer information.
 - Gained proficiency in Microsoft Excel, PowerPoint, and data management tools