

# P B PAULINE BERTINA

## Social Worker

Compassionate and dedicated Social Work graduate with a strong commitment to helping individuals, families, and communities overcome social and emotional challenges. Eager to apply my academic knowledge and practical experience in a school or community-based setting to promote well-being, inclusion, and positive personal growth.

### EMPLOYMENT HISTORY

#### **Administrative Assistant , Aster Medcity Hospital, India**

Oct 2024 – Oct 2025

- Serve as the primary point of contact for patients, visitors, and staff, providing courteous assistance and accurate information.
- Manage telephone calls, emails, and correspondence, ensuring timely responses and proper follow-up.
- Coordinate scheduling of meetings, appointments, and departmental activities, including travel and event logistics when required.
- Maintain and organize digital and physical filing systems for patient records, administrative documents, and staff files in compliance with hospital confidentiality standards.
- Perform accurate data entry, record keeping, and database management for patient registration, insurance verification, referrals, and departmental records.
- Prepare and proofread official correspondence, reports, presentations, and meeting minutes with attention to detail and accuracy.
- Provide administrative support for departmental audits, quality improvement projects, and other assigned initiatives.
- Meet all administrative deadlines and provide support during peak periods or staff absences to maintain seamless operations.

#### **Student Support Counselor , Zoecha Academy, India**

Jan 2024 – Sept 2024

- Provide individual counselling to support students' academic, emotional, and social development.
- Assess student needs through observation and collaboration with teachers and parents.
- Develop and implement intervention plans to address academic and behavioural concerns.
- Guide students on study skills, time management, peer relationships, and personal growth.
- Organize workshops and awareness sessions on mental health and positive behaviour.
- Work closely with teachers and school leadership to maintain a supportive learning environment.
- Keep accurate and confidential records in accordance with school policies.
- Encourage student engagement through school activities and well-being programs.



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**LinkedIn** -

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**Nationality** – Indian

**Civil Status** – Married

**Visa Status** – Visit Visa

**Visa Validity** – 4 Dec 2025

## **Field Officer, *National Family Health Survey, India***

May 2023 – Dec 2023

- Conduct household visits and interviews as per NFHS guidelines.
- Collect accurate data on health, nutrition, and family welfare using approved survey tools.
- Ensure confidentiality and integrity of all information collected.
- Verify respondent eligibility and obtain informed consent before starting interviews.
- Coordinate assigned fieldwork with supervisors and team members to meet daily targets.
- Submit daily field reports and communicate any issues or delays to the supervisor.
- Build positive rapport with households and local community members to support smooth data collection.
- Attend trainings and follow all NFHS protocols throughout the survey period.

## **EDUCATION**

Master of Social Work (MSW) — St. Albert's College, Kerala — 2023

Bachelor of Science (Chemistry) — St. Albert's College, Kerala — 2017

## **CERTIFICATIONS**

- Life Coach Certification
- National Family Health Survey Certificate
- ICMR Gestational Diabetes Mellitus Project Certificate

## **CORE COMPETENCIES**

- Excellent communication and interpersonal skills
- Compassionate and client-focused approach
- Strong ability to build trust and maintain confidentiality
- Skilled in counseling, active listening, and crisis support
- Culturally aware and respectful of individual differences
- Effective in teamwork and interdisciplinary collaboration
- Organized and reliable in managing multiple cases and tasks
- Able to remain calm and professional in challenging situations
- Knowledge of community resources and support services
- Committed to promoting well-being and positive social change

## **LANGUAGES KNOWN**

- ENGLISH
- MALAYALAM
- HINDI
- TAMIL

## **REFERENCES**

Available upon request