

KAVITA YOGANATHAN



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Address

X3, Jalan Terolak 4,
Bamboo Garden,
4th Mile Ipoh Road,
51200 KL.

Expected Salary: RM 3500 – RM4500
(Negotiable)

ACADEMIC QUALIFICATION

BA(Hons) Business Management 3+0 in
collaboration with University of Greenwich
UK
(2013-2015)

Diploma in Business Administration-SEGi
University Kuala Lumpur
(2010-2013)

Sijil Sains Kesihatan- PTPL Shah Alam
(2008-2009)

SPM- SMK Convent Sentul
(2001)

CAREER ASPIRATION

Well qualified and result driven professional, seeking position in **Executive** role that offer opportunity for career advancement. Proven record on developing, implementing new processes that delivers winning strategies and dynamic solutions. Outstanding ability to cultivate cooperating relationship with internal and external customers, demonstrated interpersonal skills obtained collaborative cross functional groups and reciprocal coordination. My professionalism and qualities will be an added advantage to become more of an asset through achieving organizational goals and create mutual benefit.

AREAS OF EXPERTISE

- Administrative Support
- Telephone Reception
- Information Verification
- Multi-Tasking Expertise
- Word Processing & Typing
- Operation Management
- Computer Functional Skills
- Customer Service & Relation
- Written & Verbal Communication
- Problem Solving & Troubleshooting

PROFESSIONAL EXPERIENCE

Position: Admin Executive Company: SEGi University & Colleges
Duration: April 2016- June 2020

Responsible of handling student related activity in the University.

- Appeal/propose waiver to the Management.
- Conduct internal ISO audit yearly and file auditing.
- Prepare termination and withdrawal letter as required.
- Performed maintaining hard and softcopy tracking system.
- Prepare fee calculation and fee breakdown for inactive students.
- Coordinating orientation for new comers and assisting on convocation day.
- Compiling data for student population reports and for Ministry's requirement.
- Assist subordinates to notify students on document collection and follow up accordingly.
- Provide general support, advice and referral service for students as well as parents when necessary.
- Dynamic professional who successfully prioritizes and multitasks while focusing on productivity and efficiency.
- Response to customer enquiries and resolving all problems while ensuring the delivery of excellent customer service through fast and accurate processing.

Position: Admin Executive Company: Jay Bee Management &
Duration: Nov 2014-2015 Services SDN BHD
(Contract)

- Proofread outgoing correspondences.
- Logging information into internal database system.
- Recording and updating customer information on timely basis.
- Maintaining the office stationery, catering supplies and IT equipment's.
- Nurturing relationship with clients, superior, co-worker and other business partners.
- Involved in typing and document creation as well as processing the client's information at the highest standards.
- Managing calls, writing letters, documentation, taking minutes at meeting and collecting statistic on daily basis.

COMPUTER SKILLS

Microsoft Programs

Word, Excel, Power-point, Access, Outlook.

Operating System

Windows (all version)

RELEVANT SKILLS

Languages	Spoken	Written
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English	Fluent	Fluent
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Malay	Fluent	Fluent
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Tamil	Fluent	Fluent
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ACHIEVEMENT

- Coordinated department functions for team of employees.

- Established and maintained a 93.75% satisfaction rating over 24 months' period by internal and external customers.

- Identify process bottlenecks, implemented new and improved process in workflow as SOP.

Position: Hospital Aide
Duration: July 2009- Oct 2014

Company: IJN (Institut Jantung Negara)

- Utilize correct body mechanics.
- Assist doctor and duty assigned.
- Miscellaneous filling and admin duties.
- Read and recorded temperature, pulse and respiration.
- Maintaining and monitoring the practice appointment system.
- Liaising with members of health care team in a confidential and professional manner.
- Facilitating effective communication between patients and members in primary healthcare team.
- Maintaining a safe work area, free from hazards and using appropriate infection control method.

Position: Assistant Nurse
Duration: March 2006-May 2009

Company: Reddy Clinic

- Responsible for upkeep of pharmacy store.
- Perform basic test (height, weight, urine and vision test).
- Perform general housekeeping duties and assigned responsibilities.
- Prepare and dispense medicine to the patients based on prescription.
- Registering new patients, checking their identification and handling patients enquires.

Position: Aviation Screening Agent
Duration: Feb 2003-Oct 2005

Company: SATS (Singapore Airline Terminal)

- Provide high security standards.
- Ensure both airline and passengers safety.
- Pre board screening towards are conducted in an efficient and friendly manner.
- Performing necessary inspection diligently on passenger's hand luggage's to cease prohibited goods being carried along, according to airline safety regulations.

PERSONAL STRENGTH

- Ability to work independently.
- Punctual, reliable and committed.
- Patient, sharp and ready for challenges.
- Excellent ability to prioritize responsibility.
- Robust Interpersonal and Communication skills.
- Good analytical skills and meticulous with detail.
- Adapting to the situation and organization strategies.
- Enthusiastic and highly motivated to succeed with a "Can -Do Attitude".

REFERENCE

1) Mrs Suhaini Ahmad
Assistant Manager, SEGi
Contact No:017-3021839

2) Mr.Dinesh
Managing Director, Jay Bee
Contact No: 016-6400166

3) Dr.Surinder
IJN Consultant
Contact No: 012-6186903