

## Curriculum Vitae

**Hardik H. Kasavala**

**Admin Manager cum International Patient Co-Ordinator at Bavishi Fertility Institute Pvt. Ltd.**

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### **Objective:**

A challenging position in administrative assistant or office management obtaining an extremely efficient communicator with office skills, managerial capabilities and status for solving problems

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### **Work Experience:**

- **Working with Bavishi Fertility Institute Pvt. Ltd. as an,  
Admin Manager cum International Patient Coordinator, From February-2015 till present**
  - ***International Patient Coordinator - Responsibilities***
    - Reading, monitoring and responding to email / WhatsApp messages
    - Management of web, telephone, social media and email based enquiries, allocating where it possible, to the relevant team member.
    - Manage the communication of the organization with clients via means like emails, telephones, WhatsApp messages and websites
    - Respond to inquiries made by clients about hospital services in a timely and friendly manner
    - Meet the new International Patient and co-ordinate with company facility
    - Managing incoming and outgoing calls
    - Answering calls and liasoning
  - ***As a personal assistant - Responsibilities***
    - Preliminary drafting of correspondence on management behalf
    - Managing diary of directors/doctors and taking Minutes of the meeting
    - Planning and organizing meetings, Travel management - organizing travel and ticket booking
    - Preparing papers for meetings, planning and organizing events, preparing presentations
    - Works closely among the directors and chief officer in keeping official record, preparing presentation resources and establishing agendas and meetings
    - Managing and reviewing filing and office systems
    - Implementing and developing filing system to provide historical reference
  - ***Administration - Responsibilities***
    - Responsible for handling front office reception and overseeing the performance of back office staff and administration duties
    - Instructing newly hired employees, setting up relationship and management between the staff
    - Supervising the Housekeeping and office clerk activities and keeping their attendance
    - Maintain stock management, inventory management and stationary items
    - Dispatch management (Inward-outward)
    - Regularly updating necessary word, excel, power point files for records
  - ***Vendor management and managing AMCs records***
    - AMCs (New / Renewal), Vendor Management: Coordinate with vendors for AMCs, stationary, Air conditioning, electricity, computers - IT, water purifiers. Make the rate contract with the necessary work and utilities related vendors, pest control, Facility Management, Housekeeping and Security management, Canteen, Hotel booking, Event Management
    - Sourcing and procurement of required materials
    - Manage repairs, maintenance, replacement of office equipment, appliances, furniture and conducting regular maintenance of equipments

- Effectively maintaining petty cash | Maintain canteen hygiene
- Office facilitation management | Ensure cleaning of office premises
- Security: to ensure overall security management, audit and fire training etc.
- Fire control equipment: to ensure timely refilling and service ability of fire extinguishers / fire training of new employees
- Conflict / dispute resolution relevant to admin function
- Coordinate with architects if any office interiors changes to be done
- Well versed working with computer and mailing concepts with special focus on excel
- Providing Hospital Management Software (HMS) support and IT support
- Organizing and handling the basic function of information management
- Achieving the administrative tasks/work allocated from time to time
- Providing expert support to supervisors and other staff
- Directing the visitors/clients to concerned employee
- Supporting to the employees in the administrative section
- Managing the data entry and data backup for keeping records.
- Providing management with feedback
- **Worked with BLYCE INTERNATIONAL as an Assistant Business Development Manager**  
**From March-2014 to January-2015 (10 Months)**
  - Following up new business opportunities and setting up meetings
  - Communicating new product developments to prospective clients
  - Overseeing the development of marketing literature
  - Writing reports
  - Providing management with feedback
- **Worked with UNIX Info Service Pvt. Ltd. as a Senior Office Assistance**  
**From March-2011 to 28-02-2014 (2 Years & 11 Months)**
  - Company deals in online marketing of its clients by doing Ad Posting, Email marketing, Online Data Entry and commenting on various blogs.

**Roles and Responsibility:**

- Assign task to employees.
- Create report of employees and check the quality of work.
- Create and send overall report to Management.

**Skills Summary:**

- Communication skills: Strong interpersonal skills foster teamwork and create positive connections with clients. Effective communication skills both verbal and written, Competent to successfully transfer information to other
- Technology Skills: Proficient in Microsoft Office word, excel, power point to format professional looking presentations, manuals and internet applications.
- Organizational Ability: To manage calendar and remind them of meetings or deadlines. Organizing records and files. Efficiently manage a filing system, track incoming calls and send outgoing correspondence.
- Written Expression: Skills in standard written English, Good writing skills
- Time Management: Efficient time manager who value punctuality to achieve outstanding productivity, Expertise in Office and time management
- Office coordination: Manage office operations to keep work flowing without distractions or interruptions, knowledge of basic booking to track purchase and stay within the office budget. Ability to train and supervise junior staff. Always trying to the roper use of tools, services and materials to perform duties
- Administrative Services: Capable to provide clerical and administrative support. Able to draft reports and records
- Good problem solving Skills, Extremely result oriented and energetic
- Talented team player with ability to perform multiple tasks
- Planning skill: Skills to create administrative and office procedures, such as establishing a procedure for employees to call in sick
- Good grasping power

- Can adjust immediately in new environment
- 2 Years and eleven Months of experience as Senior Office Assistant in UNIX Info Service Pvt. Ltd.
- 10 Months of experience as Assistant Business Development Manager in Blyce International.
- 4 Years of experience as Assistant Business Development Manager in Bavishi Fertility Institute Pvt. Ltd.
- IT knowledge and familiarity

#### **Educational Details:**

<b>Degree</b>	<b>College</b>	<b>Year</b>	<b>Percent</b>
MCA	SMU	2013	B Grade
BCA	Gujarat University	2011	66%
HSC	GSEB	2006	68%
SSC	GSEB	2004	75%

#### **Technical Skills:**

Programming	C, C++, VB.NET, ASP.NET
Database	Ms Access, MySQL, Oracle 9i, Oracle 10g
Operating System	Windows 9x / 2000 / XP

#### **Project details:**      **Online car booking**

- Online car booking project using asp.net as programming language and MS Access as database, developed front end using HTML and CSS.
- Developed various modules such as login, master details, product management, order management and admin panel.
- Managed Analysis, Designing and development phase.

#### **Certifications and activities:**

- C, C++ and VB.NET from Aptech Computer Education.
- Presentation on online car booking project.

#### **Personal details:**

<b>Name</b>	Hardik H Kasavala
<b>DOB</b>	24 <sup>th</sup> April, 1988
<b>Gender</b>	Male
<b>Address</b>	C-507, Sanskrut Residency, Nr. Suryanagar - Seventh Day School, B/H Nikol Gam, Nikol, Ahmedabad - 382350.
<b>Languages Known</b>	English, Hindi, Gujarati
<b>Hobbies</b>	Movies, travelling, increasing technical knowledge
<b>Strength</b>	I am Honest, self-motivator and hardworking person with positive attitude towards my career and life. Punctual in work and good team player
<b>Weakness</b>	Take decisions and trust people very quickly, can't say no when someone asks for help, sometimes get nervous when talk to stranger

**Declaration:** I, Hardik H Kasavala hereby declare that the information mentioned in the resume is true and best to my knowledge.

**Place: Ahmedabad**

**Hardik H. Kasavala**