Divya Menon

Front Office Receptionist

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PERSONAL STATEMENT

Receptionist with 2 years of experience at a busy corporate front desk and a multi-speciality clinic. Handles 120+ calls and 60+ visitors a day, visitor management software, meeting-room bookings, couriers and petty cash, with a calm, courteous manner and fluent English, Malayalam and Hindi.

WORK EXPERIENCE

Front Office Receptionist · Technocity Software Park Services, Thiruvananthapuram — Feb 2025 – Present

- Greet and register 60 to 80 visitors a day using a visitor management system, issuing badges and informing hosts within 2 minutes.
- Answer and route 120+ calls daily on the EPABX board, taking accurate messages for a 250-member office.
- Manage bookings for 8 meeting rooms in Outlook, cutting double bookings to near zero after setting up a shared calendar.
- Maintain inward and outward courier registers and the front desk petty cash, reconciled weekly with the admin team.

Receptionist · Ananthapuri Multispeciality Clinic, Thiruvananthapuram — Jun 2024 – Jan 2025

- Scheduled 90 to 110 patient appointments a day for 7 consultants and managed walk-in queues during peak OPD hours.
- Collected consultation fees, issued receipts and reconciled cash and UPI payments at the end of each shift.
- Updated patient details in the clinic software and sent appointment reminders, reducing no-shows by about 15%.

EDUCATION

BA in English Language and Literature · Government College for Women, Thiruvananthapuram — 2021 – 2024
Grade: 74%

SKILLS

Front desk management · EPABX handling · Visitor management system · MS Outlook calendar · Courier and mail logs · Petty cash · MS Word and Excel

CORE SKILLS

- Customer service
- Clear communication
- Multitasking
- Professional grooming
- Composure under pressure

CERTIFICATIONS

Course on Computer Concepts (CCC) · NIELIT — Aug 2024

LANGUAGES

English · Fluent · Malayalam · Native · Hindi · Professional · Tamil · Conversational

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