

NAMAN KUMAR PRASAD

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SUMMARY

I am a BBA graduate with a strong interest in business, marketing, and finance. I have good problem-solving and communication skills, and value collaborative efforts and teamwork. I'm always ready to learn, take on new tasks, and grow in a professional setting. I am dependable, organized, and eager to contribute to a company's success.

WORK EXPERIENCE

Healthcare Support Executive, Call Health Pvt Ltd

Nov 2024 - JUNE 2025

- Resolve medical-related queries and handled escalations efficiently.
 - Schedule and confirm client appointments with diagnostic centre.
 - Respond swiftly to urgent emails and Microsoft Teams requests.
 - Ensure smooth workflow through proactive communication.
 - Maintain a zero-escalation record by delivering consistent, high-quality support.
 - Comfortable buddying up with colleagues to support teamwork, share knowledge, and maintain a positive work environment.
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EDUCATION

Sambalpur University

March 2021 - April 2024

Bachelor in Business Administration

- Specialization in Marketing and Finance
 - Relevant Coursework: Business Management, Marketing, Finance, Organizational Behavior, Economics, Business Law
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ADDITIONAL INFORMATION

Skills:-

- Proficient in Excel for analyzing and organizing large data sets using Pivot Tables and VLOOKUP.
- Capable of drafting clear, structured reports and documents in MS Word.
- Strong communicator with a focus on client satisfaction and team collaboration.
- Skilled in managing escalations, ensuring timely and effective resolutions.

Languages: English, Hindi, Odia