Priya Nambiar

Receptionist

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PROFILE

Front desk receptionist with 3 years of experience in corporate offices and a clinic. Greets 100+ visitors a day, manages a multi-line phone system and keeps visitor and courier records accurate. Cut visitor waiting time by 20% through a pre-registration system. Calm, polite and well organised, with strong English and Tamil.

EXPERIENCE

Receptionist, Kestrel Technologies Pvt Ltd — Feb 2023 – Present
Chennai, India

- Welcome 100+ visitors and delivery staff each day, check their appointments and issue visitor passes.
- Handle a 12 line phone system and route calls correctly, with fewer than 2 missed calls per week.
- Cut visitor waiting time by 20% by introducing email pre-registration for scheduled meetings.
- Book meeting rooms, arrange refreshments and keep the lobby tidy for client visits.
- Log courier, mail and parcels in a daily register and inform recipients within 15 minutes.
- Support the HR team by scheduling interviews and welcoming candidates at the front desk.
- Train a new colleague on the phone system and visitor software during peak weeks.

Front Desk Assistant, Sahyadri Family Clinic — Jun 2021 – Jan 2023
Chennai, India

- Scheduled 40 to 60 patient appointments per day using appointment software and reduced overlaps.
- Collected consultation fees and printed receipts, matching the cash drawer with the daily report every evening.
- Reminded patients by phone and WhatsApp, which lowered missed appointments by about 15%.
- Maintained patient files and kept the waiting area clean and stocked with forms.

Office Intern, Northwind Logistics — Jan 2021 – May 2021
Chennai, India

- Answered calls, sorted incoming mail and updated the visitor register for a team of 25.
- Prepared meeting folders and booked rooms for weekly reviews.

EDUCATION

B.Com, Loyola College — 2018 – 2021
Chennai, India | 76%

SKILLS

Front desk | Multi-line phones | Visitor management | Appointment scheduling | MS Office | Email handling | Data entry | Courier logging | Customer service | Typing 45 wpm

CERTIFICATIONS

Advanced Excel and Office Administration, NIIT — Sep 2021

Customer Service Essentials, Coursera — Apr 2022

LANGUAGES

English — Fluent
Tamil — Native
Hindi — Intermediate