PM

Pratima Maharjan

Receptionist / Front Desk

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Profile

Receptionist with three years at a dental clinic and a training institute in Lalitpur. Handles around 120 calls and 70 visitors a day, manages appointment scheduling for four doctors, and keeps patient records and daily billing. Polite and steady under pressure, comfortable in Nepali and English on the phone.

Experience

Receptionist Mangsir 2081 – Present

Dental clinic · Pulchowk, Lalitpur

- Manage appointments for four doctors, around 70 patients a day, with a same-day reschedule system
- Handle around 120 calls a day including emergency triage to the duty doctor
- Maintain patient records and daily billing; close the cash register each evening
- Manage the clinic's Facebook page enquiries and online appointment requests

Front Desk Assistant Baishakh 2080 – Kartik 2081

Language training institute · Jawalakhel, Lalitpur

- Registered around 200 students per intake and maintained fee records
- Handled enquiries in person and on the phone about course timing and fees
- Coordinated classroom scheduling for six instructors

Skills

Appointment scheduling | Telephone handling | Billing and cash handling | MS Excel and Word | Nepali and English typing

Education

Bachelor of Business Studies (BBS) 2076 – 2080

Tribhuvan University affiliated campus · Lalitpur

Languages

Nepali	Native
Newari	Native
English	Working
Hindi	Conversational

Certifications

Computer Application (3 months) 2079

Training institute

Basic First Aid 2081

Nepal Red Cross Society

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