

# Madhura Panchumarti

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## PROFILE

Dedicated professional with over 2 years of clinical dentistry experience in India and a year as an insurance medical officer. Experienced in customer service and administrative roles in Canada, including sales and e-filing. Known for strong analytical and organizational skills, attention to detail, and adaptability across diverse work environments. Seeking opportunities to leverage this unique blend of experience

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## EMPLOYMENT HISTORY

Jun 2020 — Jun 2021	<b>Medical Consultant, Vidal Health Care Insurance</b>	Bangalore
	<ul style="list-style-type: none"><li>Auditing and authorizing the pre-authorized claims assessments by implementing a rigorous review process, reducing claim rejection rates by 42%.</li><li>Received recognition from management for consistently delivering thorough and well-documented medical assessments.</li></ul>	
Aug 2021 — Jul 2023	<b>Junior Dentist, Annapoorna International Dental Care</b>	Vijayawada
	<ul style="list-style-type: none"><li>Successfully treated a diverse range of dental cases, improving patient outcomes and satisfaction by 56%.</li><li>Led social media marketing and digital advertising campaigns to promote oral health awareness and drive traffic to the clinic's website.</li></ul>	
Aug 2023 — Dec 2023	<b>Sales Clerk, Bread and Sons</b>	Ottawa
	<ul style="list-style-type: none"><li>Greeted and assisted customers with their purchases, providing detailed information about bakery products and making personalized recommendations.</li><li>Improved transaction efficiency by making the payment process faster and easier, reducing wait times during peak hours.</li><li>Assisted in training new cashiers, and sharing best practices for cash handling.</li><li>Contributed to a 15% increase in daily sales by upselling bakery items and promoting seasonal products.</li></ul>	
Mar 2024 — May 2024	<b>E-Filer, Welch LLP</b>	Ottawa
	<ul style="list-style-type: none"><li>Successfully managed and filed over 375 tax returns within tight deadlines during peak tax season, ensuring 100% compliance with CRA requirements.</li><li>Organized the document retrieval process, reducing the time spent on locating files by 56%, thereby enhancing team productivity.</li><li>Played a key role in reducing the errors in tax filings to near zero by introducing a review checklist before submission.</li><li>Received positive feedback from Tax Accountants and Partners for ensuring prompt and accurate filing and scanning, which significantly simplified operations during peak season.</li></ul>	
Aug 2024	<b>Hospitality Service Associate, Dosa and Curries</b>	Ottawa
	<ul style="list-style-type: none"><li>Facilitated the seamless flow of guest seating, creating a welcoming and efficient dining experience.</li><li>Accurately relayed customized orders and special requests to culinary staff, ensuring dietary needs were met.</li><li>Developed and implemented a customer service protocol that improved customer service quality by 23%</li></ul>	

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## EDUCATION

2014 — Oct 2019	<b>Bachelor of Dental Surgery, Sibar Institute Of Dental Sciences</b>	India
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SKILLS	Microsoft Excel	Expert	Customer Service	Expert
	Microsoft Office	Expert	Adobe PDF	Expert
	Communication Skills	Expert	Powerpoint	Expert

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## EXTRA-CURRICULAR ACTIVITIES

Jun 2019 — Dec 2019	<b>Volunteer, Amnesty International</b>	India
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