**Shamna**

**Shamna.229043@2freemail.com**

**Position Applied: Guest Relations/ Front Desk Executive/ Office Admin/ Customer care/ Receptionist**

**PROFILE**

To become a part of the organization where I can apply my Knowledge enhances my skill and be able to contribute growth and success of the organization. Total four and a half years of experience in diversified fields of **Guest relations/ Customer care/** **Front desk executive/ Reception/ Admin** with one of the Leading Facility Management Company in UAE and India. Now lookingfor a suitable position with a company which offers genuine room for progression and where I can make a significant contribution.

**ACADAMIC QUALIFICATION**

* **Bachelors of Arts**: **Bachelor of Arts in English Language and Literature from The University of Kerala**

❖ **NEBOSH- IGC Completed**

**PROFESSIONAL ACCOMPLISHMENT AND EXPERIENCE**

* **From 2014 Nov to 2017 May Worked for:-**o **Concordia DMCC, Dubai, UAE**

o **Almas Tower DMCC building in JLT under Concordia DMCC, Dubai, UAE**

o **Gold and Silver Towers DMCC building in JLT under Concordia DMCC in Dubai, UAE.**

**Job Description** **: Receptionist/ Front office Executive/ Guest Relations Executive**

Job Profile:-

* Front office management
* Handling customer calls over intercom
* Issuing system generated visitor and contractor passes by verifying the document
* Responsible to provide a pleasing welcome to the Occupants, visitors and service providers
* Provide information on building policies, procedure ,community rules and the locations of the building facilities
* Coordinate with security for the access control system
* Coordinating with the security and FM team to maintain the environment Pleasant and safe
* Awareness and understanding of safe building evacuation procedures at the time of emergency
* Providing general guidance to the visitors and occupants
* Preparing monthly Concierge activity report
* Preparing proper hand over report to the reliever
* Maintaining key register
* Maintaining the reception area clean and comfort with the help of tower FM team
* Collecting and recoding all details of the visitors and contractors
* Maintaining Fire alarm and Lost & found log book
* **From 2012 Jan to 2014: Samsung Mobile Service and Customer care Karunagapally, Kerala**

**Job Description** **: Front office Executive/ Customer Care Executive**

Job Profile:-

* Front office management
* Handling customer calls over intercom
* Maintaining the reception area clean and comfort with the help of tower FM team
* Collecting and recoding all details of the visitors
* Providing general guidance to the visitors and occupants
* Preparing proper hand over report to the reliever

**References: Available upon request**

**KEY SKILL**

Ability to execute ideas effectively



Strong organizing and planning skills.



Quick familiar with any Accounting Software’s.



Good communication skills (oral and written).



Enjoy with clients and in teams



Team building and leadership qualities



**COMPUTER PROFICIENCY**

Very comfortable in totally computerized organization, good understanding of Internet trend & Development

Computer applications : **Ms Office & Excel, Outlook**

**LANGUAGES KNOWN**

English Malayalam Arabic Hindi

: Write ,Read, Speak

: Write ,Read, Speak

: Write ,Read

: Write, Read, Speak

**PERSONAL INFORMATION**

Religion : Muslim

Nationality : Indian

Gender : Female

Date Of Birth : 11-05-1985

Marital Status Hobbies Passport No

: Married

: Listing music, Travelling

: L 6900678

**DECLARATION**

I hereby declare that the above given information are correct to my best of knowledge.

**Shamna Hassankutty**

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