**Gulfjobseeker.com CV No:** **1418454**

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**PROFILE**

* Responsible for Schedules, Tracking of progress and reporting, Quality Management.
* People management, implementation of best practices and inputs to continuous process improvements.
* Experience in leading and managing teams.
* Handled multiple roles – Primary Sales, Secondary Sales, Customer Relations, Distributor Handling, and Quality Control.
* Good communication skills, interpersonal skills, self-motivated, quick learner, team player.

**PROFESSIONAL EXPERIENCE**

**MANAGER( Madurai) 6 Years**

* Deliver excellent customer service at all times ensuring guests comfort and safety.
* Deal with all enquires in a professional and courteous manner in person on the telephone or via e-mail.
* Assist in keeping the hotel clean and tidy, at all times.
* Deal with customer complaints in a professional manner.
* Keep up to date with current promotions and hotel pricing, to provide information to guests, on request.
* Propose and implement effective marketing strategies to maximise room occupancy level.
* Complete all daily administration tasks as required.
* Ensure that all bedrooms/conference rooms and areas under your responsibility are checked thoroughly at the end of every shift, confirming that they meet our standards.
* Maintain the correct handling of all soiled linen and ensure that every bedroom has the correct bedding and relevant number of towels.
* Complete regular checks on portable electrical appliances.
* Control and manage all new credit application accounts, sales ledger management and payment administration.
* Complete rot as for your team weekly, manage and maintain correct staffing levels in line with targets and business levels.
* Complete all required health and safety/fire checks on time.

**EDUCATIONAL QUALIFICATION**

* MBA (Marketing) Madurai Kamaraj University, Madurai, India(2011).
* B.ComMadura college, Madurai, India(2008).

**TECHNICAL PROFICIENCY**

* Tally ERP9.
* MS Office suite(Word, Excel, Powerpoint).
* Operating System: Windows 2000/XP.

**CAREER ACHIEVEMENTS AND AWARDS**

* Created a database for the Management which helped them to keep track of their clients & prospects. Got Appreciation award from the Head.
* Attended training sessions on tax consultation.
* Successfully submitted a project on “Online Share Marketing”.

**HOBBIES AND INTERESTS**

* Photography.
* Drawing and Sand sculptures.
* Cooking.