### Recruitment IT| Recruitment Non-IT |Business Development |Administration |Client Mgmt

### Industry exposure: Fine dining Restaurants | Hotels | SPA & Resorts | IT Recruitment |

### Career Objective:

I strive to be an integral part of a dynamic & growing organization. I am looking for a challenging role that will foster my career advancement and long-term relationship in an organization where my education, experience and talent could make a significant contribution towards organizational objectives.

**Working Experience: (7 years)**

**We Search Recruitment Consultancy DUBAI** OCT’ 2015-Till Date

Role: **Business Development Executive (IT Recruitment)**

**Nature of Job:** Client base Expansion, Relationship Management, Head Hunting, Admin

**Work Profile:**

* Manage account and meet or exceed targets relating to revenue growth, profit margin, customer relation & customer acquisition.
* Adhere to all quality standards and processes for the acquisition of customer, opportunities & submission of tender & contract document.
* Management processing and manage order levels maintaining the database.
* Provide regular feedback to senior management about the market place and competitor activity.
* Develop Effective working relationships with customer through regular meetings and identify & obtain further sales & business development opportunities.
* Identify requirements of new openings & to anticipate and potentially lead the market.
* Contacting clients to inform them about the new development with the companies’ services developing quotes and proposals.
* Negotiating and renegotiating by phone, email & in person.

**SFC Group, (UAE)** Sept 2014- Sept 2015

Role**: Customer Relation & Admin Assistant**

**Nature of Job:**  Administration tasks of the brand.

**Work Profile:**

**•Ensure** and provide flawless, upscale, professional and high class guest service experiences

•Analyse customer feedback and provide strategic direction to continuously improve overall rating

•Respond to guests needs and anticipate their unstated ones

•Expect and react promptly to guests’ requirements and inquires

•Actively listen and resolve guests’ complaints

•Oversee and coordinate all arrivals and departures of special guests (VIPs, SAs etc)

•Coordinate and manage communication between guests and staff and follow up to ensure complete service recovery

•Promote all amenities, conveniences and programs offered

•Direct, coach and manage guest relations team to ensure all standards and operating procedures are adhered to

Appraise team’s performance and produce reports

•Examine activities logbook, assign tasks appropriately and implement control schedule daily

**Paradise Island Resort & SPA** Jan 2012-July 2014

Role**: Department in Charge (Admin & Training)**

**Nature of job**: Training, Performance Management, Administration, reception tasks

**Work Profile:**

* Giving trainings for new staffs, motivating and inspiring the team members.
* Performance appraisal and management for staff
* Updating monthly inventory of spa products in stores of spa.
* Handling spa reception, telephone calls. Direct bookings for walk in customers.

**Taj Exotica (Goa)**  July 2010- Jan 2012

Role**: Guest Service Coordinator**

**Park Hyatt (Goa)**  April 2009- March 2010

Role**: Restaurant Hostess**

# Academic Qualifications:

|  |  |  |  |
| --- | --- | --- | --- |
| Institute | **Qualification** | **Specialization** | **Year** |
| Periyar University | Bachelors of Arts | Sociology, English | 2012 |
| Goa Board | Intermediate | Arts | 2008 |

**Professional Qualifications:**

* Completed one year Diploma BTEC Higher National Certificate in Aviation, Hospitality, and Travel Management through Frankfinn Institute of Air Hostess training, Margao.

# Awards & Recognitions:

* Certified for living the core value of Taj company " PASSION FOR EXELLENCE"
* Certified for participating in "CUSTOMER INTERACTION PROGGRAM" through Frankfinn institute
* Certified for successful completion of Cabin Crew in-flight Training in "JET AIRWAYS"

**Key Strengths:**

* Friendly by nature
* Positive attitude
* Helpful
* Initiative
* Goal oriented

**Interests:**

* Dancing
* Singing
* Gardening
* Listening to Music

**Personal Information:**

* Nationality - Indian
* Date of Birth : 22nd Sep 1990
* Marital Status : Single
* Language Known: English, Hindi, Marathi, Konkani

**First Name of Application CV No:** **1668702**

Whatsapp Mobile: +971504753686

