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**Jenifer**

**Jenifer.331479@2freemail.com**

**Career Snapshot**

Excellent communication, organization and time management skills to work at all levels of the

organization, strong multi-tasking abilities, needing little or no supervision.

Work well both independently and contributing pro actively as a member of the team.

Ability to achieve immediate and long-term goals, meet operational targets and deadlines.

Eager & quick to learn new things and implement the same in work front.

**Professional Experience**

**Tommy Hilfiger -** Feb 2015 – Dec 2016

Job Description

* Acting with integrity with every customer interaction to ensure they are delighted with the service they receive.
* Ensuring total compliance with all store operational policies.
* Communicating up and down to ensure a proper flow of inventory between shop floor workers and store managers.
* Managing staff work schedules and all retail activities within the store.
* Building **customer** loyalty through tailored promotions and schemes.
* Counting the stores taking at the end of the day and then depositing it in the bank or safe.
* Monitoring the level of inventory stock within the store and ordering more when levels are low.
* Survey on **customer** complaints or issues of poor service, and implementing preventive measures accordingly.
* Evaluating the stores sales at month end and submitting report to senior managers.
* Ensure meeting sales target given according to the sales plan.

**Guest Relation Executive**

**Goldfinch-The Boutique Hotel –** Jun 2014 to Dec 2014

Job Description

* Establish a good rapport with guest maintaining a good customer relationship.
* Implement proper safety & security norms for guests & employees.
* Responsible for analysis of all guest feedback and promptly rectifying any grievances if indicated by a guests.
* Have been appointed as One Point of contact from the hotel for the Long Staying Billings.
* Part of daily pre-shift briefings, discussing with the team about the on-goings of the hotel, room occupancy, arrival and departures and moreover, functions and special attention wherever it is needed.
* Provide training to team members in accordance to hotel procedures and standards.
* Deliver a standard of service that meets guests needs and expectations by ensuring complete guest satisfaction, enabling repeat clientele.
* Maintaining all set of standards of the organization while the inspection of the property and services.
* Meet in-house guest & co-coordinating with Sales on in-house needs.
* Co-ordinate with dedicated Butler, Amenities, Club Lounge and House-keeping Team.
* Ensure smooth operation of Club Floors (Club Desk, Control Desk, Amenities, Lounge).

**Education Background**

* **Graduation :** Bachelor of Business Management in Finance

St. Aloysius College, India

**Technical Proficiency & Skills**

* **Certification :** Ms Office(Word, Excel, PowerPoint, Access) &Internet,

Multimedia & Tally, BBM National level Seminar- “Human

 Resource as a Strategic Business Partner, Retail

 Merchandising

* **Languages :** English, Hindi, Konkani, Tulu, Kannada

**Achievements**

* Outstanding communication, interpersonal, analytical, and decision-making skills supporting a high level of professionalism, integrity and enthusiasm.
* Build lasting customer and business relationships through service excellence, open communications and exemplary business protocol.
* Distinguished Sales skills and appropriate exposure to modern sales practices and techniques.
* Excellent interpersonal skills and good customer service record.
* Team player – inspires and encourages excellent performance in others to achieve common goals.