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| |  | | --- | | Description: Description: Description: Description: Description: Description: Description: Description: Description: Description: New_logo  Contact HR Consultant for CV No: 331760  E-mail: [response@gulfjobseekers.com](mailto:response@gulfjobseekers.com)  Website: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  **Education :**   * **Diploma In Hotel management And catering technology Setwin Hotel management collage (Eluru) W. G. Dist, A.P. From 2004 To 2005** * **Intermediate Joythi inter College, Delhi board (A,P) 2002 To 2004** * **S.S.C Z.P.H School from A.L Puram (A.P) 2002**   **Achievements**   * **Awarded as Best Employee of the month, for Jan to April 2010 Leonia holistic destination, Hyderabad.** * **Received various guest recognitions for excellent service**   **TECHNICAL Skills**   * ***Diploma Office Automation &Graphics Tally,,,,,, in MUMBAI*** * **Hotel Software, such as Fidelio (version 6.2), I.D.S. & I.D.P.M.S, Opera and ERP.**   **Certificate of participation**   * **Train the trainer** * **Time management STF ,** * **PPE Safety , ERP ,** * **Basic safety** * **Fire safety and first Aid** | | |  | | --- | |  |  |  | | --- | | **Summary** | | **Seeking a challenging position in Customer Service. Consistently meets and exceeds all job expectations. Given added responsibility of training new hires. Exceptional Communication skills with the ability to deal effectively with difficult situations and customers. Dependable, self motivated and willingness to take initiatives.** |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Work Experience | | | | | | | Supervisor - Training 2014 – Present  Al Nab’a services L.L.C in Oman ( Muscat )   * Reporting to Sr. officer training and shall be functional under the HR & Admin department * Training to be started with giving the induction of the company, do’s & don’ts at site, customer satisfaction, Personal Hygiene grooming, discipline & rules of the company, salary procedure & other company welfare schemes and facilities provided by the company * Train the new staff during of 4 days in the training center * Mobilization of workers for training purpose , maximum care must be taken in communicating with workers in their language as far as possible, * Site mobilization and training schedules in on sites * Maintain the training records of all staff trained * To Assist Manpower assistant in the daily manpower allotment , * Any other jobs assigned by the Sr, officer / Sr, Manager HR & Admin   Facilities Executive 2013 – 2014  Dr.Reddys laboratories Ltd. In Visakhapatnam,  Key Responsibilities     * Monitors and maintains highest hygiene and cleanliness standards in all areas. * Ensures all sections within the department adhere to established standards and policies. * Trains and develops Housekeeping staff so that they can operate independently and creatively. * Meets regularly with Supervisors to discuss Client feedback, * Works with Accounts to ensure goods purchased are of acceptable quality. * Works closely together with Maintenance Department to ensure an efficient and effective Maintenance & Repair program is in operation. * To maintain Excellent Scores In all aspects as per the standard) Coordinating with contractors like pest control, florist, Contract Cleaners. * Cost Controlling. * Analyze all competition businesses and plan all schedule for spring cleaning and pest control and perform regular audit on same.   Housekeeping Facility Executive 2011 – 2012  Inox multiplex in Vijayawada . (A P )  Key Responsibility   * Assisting the Unit Manager * Ensuring Cleanliness of Public Area’s * Maintaining Pre Determined Standards * Maintaining Reports and Records required * Ensuring Guest Satisfaction * Coordinating with contractors like pest control, Contract Cleaners. * Cost Controlling. * Training and develop for Housekeeping boys   Housekeeping Sr . Supervisor 2009 – 2011  Leonia holistic destination ( 5star Resort ) in Hyderabad (A P )  A Resort with 550rooms along with 09 luxury suites , 05 restaurants, 12 meeting room and 1 Banquet Hall and 02 conventions Halls,  Key Responsibility   * Assisting the housekeeping Assistant Manager * Following and updating s daily schedules Arrivals & departures * Ensuring Cleanliness of Rooms and Public Areas * Maintaining I S O Standards * Development/Training/Appraisal of Staff * Maintaining Reports and Records required * Ensuring Guest Satisfaction( To maintain Excellent Scores In all aspects as per the standard ) * Coordinating with Front office and Maintenance , florist , dprt * Cost Controlling like supplies and chemicals   Following and Updating I P M (Inter Department Process Measures  Housekeeping supervisor 2007 – 2009  Sahara Star In (Mumbai) 7Star hotel  A Hotel with 650rooms along with 13 restaurants, 05 meeting rooms,  Key Responsibility   * Assisting the Assistant Executive housekeeper * Following and updating s daily schedules Arrivals & departures * Ensuring Cleanliness of Rooms * Maintaining I S O Standards * Maintaining Reports and Records as required * Ensuring Guest Satisfaction( To maintain Excellent Scores In all aspects as per the standard ) * Coordinating with Front office and Maintenance , florist , dprt * Cost Controlling like supplies and chemicals   Housekeeping supervisor 2006 – 2007  Bawa international in (Mumbai) 5 star hotel  A Hotel with 275rooms along with 06 luxury suites , 02 restaurants, 03 meeting rooms, Night Pub .  Key Responsibility   * Assisting the housekeeping Manager * Following and updating s daily schedules Arrivals & departures * Ensuring Cleanliness of Rooms and Public Areas * Maintaining hotel Standards * Maintaining Reports and Records required * Ensuring Guest Satisfaction( To maintain Excellent Scores In all aspects as per the standard ) * Coordinating with Front office and Maintenance , dprt * Cost Controlling like supplies and chemicals   Quality Inn D.V Manor from (Vijayawada) 2005 - 2006  Job profile – Housekeeping Training 06 months and Room attendant cum Tr. Supervisor  Period - 1 year 03 months  Key Responsibilities   * Assisting the floor supervisor * Ensuring Cleaning of Public Area and Rooms * Maintaining Pre Determined Standards * Ensuring Guest Satisfaction. * H/ K Desk controller and documentations   Declaration  I here by declare that the details furnished above are true to the best of my knowledge and belief | | | | | | |  | |  | |  | | |  | |  | |  | | |