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| H:\untitled.JPGContact InformationPurvi.335630@2freemail.com Achievements* Role model in LOBSTER INK at Burj al Arab.
* Colleague star of the month Award.
* Volunteer in sadbhavna day in Gujarat, India.
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| Purvi Customer representative –Admin assistant – Receptionist  |

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| Summary |
| Accomplished driven and educated professional with extensive administrative and management experience, Seeking a full time position to maximize administration and customer skills. Highly trustworthy, ethical, and discreet committed to superior customer service. Confident and posited in interaction with individuals at all levels. Detail-oriented and resourceful in completing projects; able to multitask effectively. |

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| Work Experience |
| Burj al Arab: 2015 – Present**Customer service representative** **ADMINSTRATION SUPPORT:*** Perform administration & Secretraial support in daily opertaion.Coordianted and mangaed mutiple priorities.
* Provided descreate secretarial and reception services for busy opration.
* Scheduled appointments and maintianed accurate , up-to-date confidential clienfiles.
* Assisted in general accounting function.Providedtelephone support. Invstigate and resovled billing inforamtion.

Madinat Jumeairah 2012-2014Front office admin assistant **CUSTOMER CARE & RECEPTION*** Welcome each customer upn arrrival ; Oversee their comfertable throughtout their stay, and ensuring their satisfaction upon departure.
* Handle confedential information including guest information with a high degree of integrity.
* Maintain accurate records including cash flows, registration cards, reservation cards, and property walks.
* Provide information regarding services and availbility of personnel. Schedule, reschedule and cancle appointemnets.
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| Skills |
| Customer service Computer operation Problem solving  | Financial KnowledgeTime ManagementPolicy & Procedure | Telephone reception Operational supportMulti-tasker |
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| Education |
|  Business AdministrationSvarna Training Institute, DUBAI2016 | bachelors’ in Hotel & Tourism Management University of Gujarat, INDIA 2012 |

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