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| |  | | --- | | H:\untitled.JPG  Contact Information  [Purvi.335630@2freemail.com](mailto:Purvi.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. | | |  | | --- | | Purvi  Customer representative –Admin assistant – Receptionist |  |  | | --- | | 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. |  |  | | --- | | 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 2012-2014  Front 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. |  |  |  |  | | --- | --- | --- | | Skills | | | | Customer service  Computer operation  Problem solving | Financial Knowledge  Time Management  Policy & Procedure | Telephone reception  Operational support  Multi-tasker | |  |  |  |  |  |  | | --- | --- | | Education | | | Business Administration  Svarna Training Institute, DUBAI  2016 | bachelors’ in Hotel & Tourism Management  University of Gujarat, INDIA  2012 | |