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**SHILPA**

[**SHILPA.362561@2freemail.com**](mailto:SHILPA.362561@2freemail.com)

**PERSONAL PROFILE**

Enjoy challenges and goals being set within the environment.

Leadership and decision making skills.

Professional and enthusiastic, working well within a team environment.

Collaborates with all level of people.

**STRENGTH:**

Initiative and very hard working.

Good communication & inter personal skills

Excellent staff relation building.

Excellent learning capabilities and

Good listener.

**WORK EXPERIENCE**

**Supply Chain Officer**

**M.H. Alshaya**

**Since Aug 2012 – April 2016**

Responsible for Order Placement Timing, Supply, Material .Replenishment and Supplier Performance.

Meeting with suppliers regarding old issues and future projects.

Planning delivery timetables.

Resolving disputes and claims with vendors and suppliers

Sourcing new requirements of the restaurants either stock or non-stock.

Maintaining the audit..

Overseeing arrival of shipment and tracking product through depot to make sure they arrive to their destination.

Monitoring stock levels with the suppliers and the restaurants to avoid Out of stock situation

Handling 13 brand and one Main kitchen around – stores in UAE and Oman.

Handling new restaurant opening in the area.

Following up on the previous orders and placing orders for future use.

Organizing monthly communication meetings.

**Front office assistant  
  Hotel Riviera de Goa from Oct 2010 to July 2012**       Take check in & check out of the guest.  
       Handle the guest complains.  
       Make the guest feel at home for a comfortable stay.  
       Keeping the guest as first priority.  
 Software used IDS and ONQ.

**Restaurant hostess  
  Hotel Riviera de Goa since September 2009 till Oct 2010**       Handle guest comments and forwarding it to the restaurant manager.  
       Maintaining guest cover report.  
       Maintaining guest status report.  
       Communicating to the guest for his likes and dislikes about food and  
 forwarding it to the restaurant manager.  
 Used software IDS.

**Restaurant hostess  
 Hotel Royal Heritage Resorts since Oct 2008 till May 2009**

Take guest feedback and forward it to the restaurant manager.  
       Reporting to the restaurant captain.

Making monthly cover report.  
       Maintaining guest history.

**Achievement**       Employee of the month Riviera de Goa June 2011  
       Best girl guide in L.C.H.S. IN 2006  
  
  
  
**Educational Qualification**

Post-Graduation in Strategic Human resources Management

Westford School of Management

Since May 2015 – July 2015.

      Diploma in Hotel management & Catering Technology from Institute of  
 Management Training & Catering Technology in 2008-2009.  
       Passed H.S.S.C in St. Xavier’s College Mapusa in 2008.  
       Passed S.S.C. Lourdes Convent High School in 2006.

**Other Qualification**

Diploma in Financial Accounting  
 Ms Word, excel.

**Personal Profile**  
       Date of birth                    : 16-10-1990  
       Marital status                   :  Married  
       Nationality                      :  Indian  
 Religion : Hindu

**Passport details**

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     Place of issue                   :  Panaji Goa  
   Date of issue                    :  02-11-2016  
 Date of expiry                   :  01-11-2026

**Hobbies**

Playing, volleyball, Gardening, Cooking.

**Languages Known**

English

Hindi

Konkani