**Curriculum-Vitae**

**KESHAB**

Keshab.368308@2freemail.com

Date of Birth : 02-07-1984

Gender : Male

Marital Status : Married

Nationality : Nepalese

Religion : Hindu

Height : 162 Cm.

Weight : 64 Kgs

Language : Nepali, Hindi & English

**Passport Details :**

Passport Issue Date : 05th August 2014

Passport Expire : 04th August 2024

**Objective :**

To Work in dynamic and challenging environment with successful organization to broaden my experience, talent and knowledge in propagating quality service and professionalism in all my undertaking.

**Work Experience**

**Zenta/accenture,mumbai,india**

Position: Senior Customer Service Representative

February 2009 to March 2011

**Radisson Sas Hotel and Resorts, Dubai, UAE**

Position : Bell Attendant

October 2005 to Decenber 2008

**Duties and Responsibilities :**

⦁ checks the daily arrival list.

⦁ Assists guests with luggage to the front desk and to the room.

⦁ Delivers all received guests items,i.e. faxes, messages, packages and flowers and undertakes any other requests to ensure their comfort.

⦁ Maintains the appearance of the hotel lobby and entrance.

⦁ Perfoms cleaning of the lobby, corridors and entrances by picking up litters, emptying ashtrays and properly arrenging furnitures.

⦁ Keeps luggage storage room and trolley clean and tidy.

⦁ Ensures the efficient delivery and collection of group luggage.

⦁ Facilitates promt check out by assisting guests.

⦁ Assists guests with luggage to the taxy or car when the account has been setteled.

⦁ Assists guests to bring luggage from room to hotel entrance.

⦁ Works as per the instructions of the supervisors.

**Key Strength and Skills :**

⦁ Having good knowledge about customer service and their satisfaction.

⦁ Good communication and interpersonal skills.

⦁ Team work

⦁ Customers focus

**Educational Qualification :**

Damdei Christian College, Manipur, India

Date of Completion : December 2002

Award : Certificate of Proficiency level of Management

**Don Bosco Higher Secondary School, Manipur, India :**

Date of Completion : June 2000

Award : School Leaving Certificate

**CIT Computer Institute, Banyani, Jhapa, Nepal**

Date of Completion : March 2009 (Six months part time course)

Award : Certificate in Computer Application

**Hobbies and Co-curricular Activities :**

⦁ Travelling, Swimming and reading.

⦁ Paying, Volleyball, cricket, football etc.