 **EKTA**

**Email id:** [**ekta.374982@2freemail.com**](mailto:ekta.374982@2freemail.com)

**CAREER OBJECTIVES**

To obtain a challenging position in an organization with opportunity for career growth and performance as an independent profession, by which become a professional individual while archiving self-goals as well as the goals of the organization.

**PERSONAL QUALITIES**

* Willing to learn
* Able to adopt to new environment
* Friendly
* Take initiative to learn
* High passionate

**EDUCATION QUALIFICATION**

* 12th Passed
* Year passed 2009

**WORK EXPERIENCE**

* DESIGNATION: **Front Office, Front Office Agent** (**Customer Service)**
* ORGANIZATION: **The Kings Court (Hospitality)**
* TENURE: 01/01/2014 to 30/09/2017
* Job Responsibilities
  + Greet all guests in a helpful and friendly manner
  + Check and ensure that the guest’s time and room are all registered
  + Develop detailed knowledge of the room’s locations, facilities, types, service and outlets
  + Understand and use properly the mail, parcel and message delivery
  + Noting down all the checkouts and check in of the housekeeping
  + Maintain the cleanliness and tidiness of the Front Desk Area at all the times
  + Always have to maintain their high standards of behaviour and appearance.

**WORK EXPERIENCE**

* DESIGNATION: **Sales Executive (Customer Service)**
* ORGANIZATION: **Vodafone Essar Ltd.**
* TENURE: 01/02/2010 To 31/12/2013
* Job Responsibilities
  + Identify and assess customers’ needs to achieve satisfaction.
  + Build sustainable relationships of trust through open and interactive communication.
  + Dealing with customer queries face to face or over the telephone.
  + Handle complaints; provide appropriate solutions and alternatives within the time. Limits; follow up to ensure resolution.
  + Take the extra mile to engage customers.

**SEMINARS/TRAININGS**

* customer Service Training
* Vodafone telecom training

**PERSONAL DETAILS**

* Date of birth: 08th April 1991
* Languages known: English, Hindi, Konkani and Marathi.
* Marital Status:Single
* Gender: Female
* Nationality: India
* Place of Issue: Panjim Goa
* Date of Issue : 05/10/2017
* Date of Expiry: 04/10/2027
* Visa valid till : 29/01/2018

**ACKNOWLEDGEMENT**

I declare that the above information provided are true and correct to the best of my knowledge.

Yours sincerely,

**EKTA**