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**HASEENA**

[**HASEENA.375310@2freemail.com**](mailto:HASEENA.375310@2freemail.com)

**CAREER OBJECTIVE**

**To be a part of progressive organization and to work with a team for achieving the organizational goal thereby developing my skills and gaining satisfaction in all aspects**

**PROFESSIONAL EXPERIENCES**

***Period: 8 April 2016-2nt may 2017***

***Venue : Flora hospitality Dubai***

***Designation: Guest relation associates***

***Job description:***

* **Handed over Receive from night shift**
* **Welcomes visitors by greeting**
* **Answering the phone calls and referring inquiries**
* **Directs visitors by maintaining employee and department directories, giving instructions.**
* **Receiving and sorting daily mail**
* **Update calendars’ and schedule meetings**
* **Keep updated records of visitors**
* **Perform other clerical duties such as filing, photocopying, transcribiling and faxing**
* **Follow up with the guest reservation**

***Period: 1st january2015-8 march 2016***

***Venue: Berggren hotels and resort(keys hotel kochi)***

***Designation: Guest relation associate***

***Job description*:**

* **Handed over Receive from night shift**
* **Welcomes visitors by greeting**
* **Answering the phone calls and referring inquiries**
* **Directs visitors by maintaining employee and department directories, giving instructions.**
* **Receiving and sorting daily mail**
* **Update calendars’ and schedule meetings**
* **Keep updated records of visitors**
* **Perform other clerical duties such as filing, photocopying, transcribiling and faxing**
* **Follow up with the guest reservation**

***Period: 11 December2013-25 December2014***

***Venue: Le meridian kochi***

***Designation: guest relation associate***

***Job description:***

* **Handed over Receive from night shift**
* **Welcomes visitors by greeting**
* **Answering the phone calls and referring inquiries**
* **Directs visitors by maintaining employee and department directories, giving instructions.**
* **Receiving and sorting daily mail**
* **Update calendars’ and schedule meetings**
* **Keep updated records of visitors**
* **Perform other clerical duties such as filing, photocopying, transcribiling and faxing**
* **Follow up with the guest reservation.**

**INDUSTRIAL TRAINING**

* **Completed 6 months industrial exposure training from Move n pick Hotel and spa Bangalore, During 16th January 2012 to 16th July 2012.**

**STRENGTHS**

* **Willing to go out of my way to make guests comfortable.**
* **Learn quickly, and able to work under pressure.**
* **Results-oriented, self-starter with experience.**
* **Reputation for being motivated, dedicated and dependable in all areas of employment.**

**CERTIFICATIONS & ACHIEVEMENTS**

* **Received best employee of the month awards in the month of July and October 2015 from Keys Hotel Cochin.**
* **Basic Computer Knowledge, MS office, Excel, IDS,Micros, Internet access**

**ACADEMIC QUALIFICATION**

* **Bachelor degree in English from shridhar university(06/2010 – 03/2013) with 75%**
* **Diploma in Hotel Management from St. Alphonsa College under Calicut University(06/2010-07/2012 with )85%**
* **H S C from Malabar H. S. S Tirur (06/2006 -03/2008) with 80%**
* **S S L C from G.V.H.S.S Tirur (03/2006)**

**LANGUAGE ABILITY**

* **English, Malayalam, Arabic, Hindi, Tamil**

**HOBBIES**

* **Listening music and Travelling.**

DECLARATION

**I hereby declare that all the above mentioned statements are true to the best of my knowledge and belief.**

**Date:**

**Place: Haseena**