

**JEANIE**

Deira Dubai.

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**OBJECTIVE**

A highly motivated, hardworking and personable individual with a bachelor in Science into Information Technology as my academic background and travel and tourism customer service front office, administration , sales executive, call center telecalling and collection work experience. My objective is to secure a position in a company with a real growth and potential that challenge me and creativity which would allow me to utilize my knowledge and experience to contribute a success. I am committed to achieving high standards and accustomed to working in a challenging and fast paced environment, particularly when dealing with multiple projects and priorities at the same time. I am always keen to undertake relevant training and mentoring to develop and improve my skills.

[01stApril 2017-15th February 2018] Freelancing home tutor and assistant teacher for age group of 4-15years of age, specifically emphasizing into ICT

[06th June 2016-10th March 2017]**THE ORCHID HOTEL-VILE PARLE (EAST)**

**GUEST RELATIONS EXECUTIVE**

**KEY RESPONSIBLITIES**

* Upgrading and selling out rooms and co-ordinating with sales team
* Welcome guests during check-in and giving a found farewell to guest while checkout.
* Handling guest complaints and concerns in an efficient and timely manner.
* Overseeing VIP guests, arrivals and departures.
* Coordinating and multi-tasking job duties in a busy environment.
* Detailed information regarding arrivals and room requirements.
* Providing information regarding the Hotel, town attractions, activities etc.
* Check on VIP reservations, complete their pre-registration formalities.
* Allocate rooms to all arriving guests.
* Co-ordinate with housekeeping for clearing of rooms.
* Collect Guest feedback during guest departure along with his likes and dislikes.
* Perform basic cashier activities as and when required.
* Maintain guest lockers for safe custody.
* Ensure that all check-ins and check-outs are handled smoothly without unnecessary delay or discomfort to any guest.

[August 2013-October 2015] **LUCIA TOURS AND TRAVELS**-**ANDHERI (WEST)**

**RECEPTIONIST**

2 years of experience as a Receptionist, handling customers and maintaining customer queries and sales.

**SUMMER JOBS**

Worked as a Promoter for Bacardi, Budweiser, Johnny walker

Worked as an hostess for various exhibitions like body expo, tech machine expo

Reception job in events for paint India, Maritime India summit 2016 (allocating ID cards and registrations).

Supervising in events to check quality service by promoters and hostess and handling complaints and informing to the organiser.

**EDUCATION**

S.S.C passed (Nazareth convent high School 2011)

H.S.C passed (Vidya vikasini junior College 2013)

BSc.IT passed (Wilson College 2016)

**ADDITIONAL QUALIFICATIONS**

 Computer Basics: Computer Basic, Fundamentals, Operating Systems, MS office

**EXTRA CURRICULAR ACTIVITIES**

 Took active part in drama and sports in schools and college

**KEY SKILLS**

Flexibility

Stress tolerant

Organising and planning skills

Ability to handle several situations at once with confidence

**PERSONAl DETAILS**

 Date of Birth 2nd April 1996

 Sex Female

Languages Known English, Hindi, Marathi,

 Bengali

 Nationality Indian

**PASSPORT DETAILS**

 Date of Issue 29/10/2013

 Date of Expiry 28/10/2023

 Place of Issue Thane

**HOBBIES**

 Reading, listening to music, Travelling, Playing Badminton, Cooking.

**Date: Sign**