**BERTILLA** 

Email: bertilla.380071@2freemail.com

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| **PROFILE SUMMARY**Experienced professional with strong background in front office / sales and administration with developed skills in customer service. Displayed competencies in understanding customer needs, providing high-grade customer service and setting up long-term business relationships with clients. Well trained in Customer Service Excellence with capabilities in extending secretarial, clerical and administrative support to top management. Proven abilities in working under pressure, setting job priorities and meeting deadlines. Possess excellent communication, coordination, organizing, problem solving and time management skills. Seeks a challenging role to maximize potential of gained skills at the same time grow in career.  |
| **STRENGTHS** |
| * Holds 8 + years professional experience
 | * Strong customer service orientation
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| * Proven competence in Administration
 | * Adaptable to new work environment
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| * Keen eye for details and good analytical skills
 | * Able to work under pressure, prioritize jobs and meet deadlines
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| * Can work independently or within a team
 | * Maintains high professional standards
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**EDUCATIONAL QUALIFICATIONS**

* 2006-2007 Passed H.S.C from NIOS, New Delhi.
* 2004-2005 Passed S.S.C from NIOS, New Delhi.
* 2016-2017 Passed 1st year BBA from Jaipur University.
* 2017-2018 Appearing 2nd year BBA from Jaipur University

**PROFESSIONAL QUALIFICATIONS**

* Pursued 1 year Diploma in Aviation and Hospitality Management from Air Hostess Academy, located at Dadar, Mumbai.
* Completed Fidelio & Galileo Training.
* Completed First Aid Training.
* Completed a 1 day course of Time management &Certified in Dubai.

 **Achieved CISCP certification local & International in Dubai,**

 **(Supply chain / Logistics)**

**EMPLOYMENT HISTORY**

* Currently with **“Dachser India Pvt Ltd.”** Located at Andheri (East )

 Mumbai, As Receptionist Cum Administrator.

* Worked with “**ADNH Compass ME**”. As a

 Service Supervisor for ADEC (Abu Dhabi Education Council). for a period of 1year

 & 10 months.

* Worked with “**Sheraton Dubai Creek Hotel & Towers**”. UAE as a (GSA) Front Office Assistant for 7months.
* Worked with “**Savoy Group of Hotels LLC**” in Dubai, UAE as a Front Office Assistant for a period of 3 Years.
* Worked with “**Intercontinental Marine Drive Hotel**”, located at Churchgate, Mumbai, as an Instant Service Agent for a period of 9 months.
* Worked with “**The Mirador Hotel**”, located at Andheri (East) Mumbai, as a Tr. Reservation Assistance for a period of 3 months.
* Worked with “**Press Enterprises Pvt. Ltd**”, located at Andheri (East) Mumbai, as a Senior Executive Operator for a period of 1 year & 2 months.
* Worked with “**Ferns Travel**”, Located at Santacruz (East) Mumbai, as a travel agent for a period of 2 years.

**AREAS OF EXPERTISE**

Career span includes 8+ years of exposure, working in a multi cultural environment in India and U.A.E.

**Customer Service**

* Liaising with world-wide business associates and international guests.
* Co-ordination of work flow for information within the organization.
* Act as the first point of contact for customers on behalf of the organization.
* Process customer transactions and respond to product and service inquiries in a prompt and professional manner. Establish rapport with clients to achieve repeat or referral business.
* Organizing conferences, seminars, and event management for the guest
* Tactful & diplomatic with demonstrated abilities in Sales & Customer Service excellence.
* Consistently show high quality, result driven and professional customer service which results in customer satisfaction, loyalty and retention. Presents a professional image always.
* Promptly resolve customer problems and ensure understanding and fulfillment of all their needs.
* Complies with safety standards and quality of service set by the organization.
* Contributes to the establishment and development of the organization’s goodwill / reputation.
* Possess excellent communication skills to deal with clients, employees, and management effectively.

**Administration**

* Gained knowledge the organization set up and understanding of the company’s aims and objectives. Maintain confidentiality in all official transactions.
* Serve as liaison between guest and management on administration matters.
* Perform all administrative duties efficiently including correspondence, guest coordination and client relationship.
* Operate computers programmed with software to perform assigned tasks.
* Also perform filing, e-mailing, faxing and self-correspondence.
* Provide administrative support to management and ensure service excellence.
* Manages Reception diary; schedule appointments; organize details of travel arrangements, itineraries, and guest accommodations.
* Interact with individual guest, corporate representatives and others on behalf of the management.

**AWARDS / ACHIEVEMENTS / CO-CURRICULAR ACTIVITIES**

* Swimming.
* Basic Computer.
1. Ms-word
2. Ms-excel
3. Ms-Power point
4. Ms-Outlook Web
* Employee Appraisal certificate at Intercontinental Marine Drive Hotel.
* Employee co-curricular participation at Savoy Dubai.
* Achieved certificate for more refined customer service in Dubai.
* Achieved Employee Appraisal Certificate from ADEC.

**HOBBIES & INTEREST**

Listening to music, travelling, cooking, internet browsing, and communicating with people.

**PERSONAL DETAILS**

Nationality : Indian

Date of Birth : 20th October 1988

Marital Status : Married

Languages : English, German, Hindi, Marathi and Konkani.

License UAE : Valid **UAE** Driving license

 Sincerely Yours

 Ms. Bertilla