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**SIRJANA**

DOB- December 19, 1990

Mail ID: **sirjana.380801@2freemail.com**

Address**:** Discovery Garden Dubai

**OVERVIEW**

Highly skilled professional with 6 years’ ofwork experiencein administration and customer service.Extremely dedicated, hardworking, excellent time management skills, pro-active and self-driven professional with invaluable skills and unmatched drive. In my current position I have proven to be prompt, efficient and capable of working well on my own as well as within the team.

**KEY COMPETENCIES**

* Strong training (teaching), supervision, leadership, monitoring and evaluation skills.
* Good oral and written communication skills.
* Result oriented, team player, concern for standards.
* Adaptableto any environment.
* Friendly behaviour with other staff.
* Ability to voluntarily learn while working.
* Ability to effectively communicate with people and make them feel comfortable.

**Relevant Skills**

* Self-reliant, self-motivated, ability to achieve goals & meet the expectations with moderate to no supervision.
* Proficiency in Microsoft Office (Word, Excel, PowerPoint etc.)
* Immense knowledge in customer relations.
* Industry knowledge in customer retail sales experience sourcing capabilities.

**Professional Background**

**Mcgettigan’s Irish Pub**

**Souk MadinatJumeirah**

**F & B Customer Assistant**

**From: September 2016 – Till Date**

**Responsibilities:**

* Greeting guest
* Escort guests to their table.
* Presents menu to guests and takes their orders.
* Inform guests of daily specials.
* Check with the guests to ensure that they are enjoying their food.
* Attend and assisting the guest’s need.
* To perform the inventory control of the product available in the store.

**EMIRATES AIRLINES ( UnderTransguard group LLC )**

**Administration Assistant**

**From: April 2012 – August 2016**

**Responsibilities:**

* Barcoding, prepping, scanning and quality checking of aircrafts records such as engine shop visit documents, check packages, cabin/technical log pages, engine/airframe/APU log books using stream interactive.
* Interacting with the other departments and sending reports.
* Filing of documents and keeping all documents up date,
* Informing line maintenance and tech records personal, by mail in case there is some missing log pages details and open sectors.
* Data Entry: correctly updating/entering information of technical and cabin log pages into the emirates group information systems i.e. ultra main.
* Receiving daily routine engine documents from MIO repair agencies and distributing them to mods & ECM team for their verification and updating.
* Labelling and archiving of engine / APU shop visit documents.
* Phase out – preparing of inventory lists for all shop visits documents, arranging them in boxes and handing them over to assets management section.
* Follow up for some pending shop visits report on a daily basis and training of new staff.

**SOLTI HOTEL NEPAL**

**F&B Assistant**

**April 2011 – October 2011**

**Responsibilities:**

* Greeting guests.
* Escort guests to their table.
* Presents menu to guests and take their orders.
* Inform guests of daily specials.
* Check with the guests to ensure that they are content with their meal.
* Attend and assisting the needs of the guests.
* To perform the inventory control of the product available in the store.

**Languages Spoken:**

* **English Hindi and Nepali:**Fluent in speaking, writing, reading and excellent communication.

**ACADEMIC QUALIFICATIONS**

**Pursuing B.COM (Correspondence)**

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| **Duration** | **Institutions** | **Qualification** |
| 2008 | His Majesty’s Government Of Nepal | SLC ( 10 PASS) |
| 2009 - 2011 | Janata Secondary School | High Secondary Certificate |
| 2016 | Coit College Information Technology  | Computer Hardware |
| 2016 | Coit College Information Technology | Office Package  |