

**Valentine**

Valentine.383410@2freemail.com

**Career Summary**

Customer Service is my passion and I am known for my Commitment, honesty, reliability, and hard work, with around 10 year’s experience working in the hospitality industry with an International brand chain. Last position Assistant Front office Manager in a reputed company and seeking a position as Front Office Manager where my experience and skills can succeed in an environment of growth and excellence, helping me achieve personal as well as organizational goals.

**Skills**

* Excellent Communication Skills.
* Trustworthy and Reliable
* Exceptional interpersonal, Leadership and Managerial skills
* Multi-tasking with ability to work under pressure and take on responsibilities.
* Patience, enthusiastic with excellent administrative skills.
* Organizational and planning skills, adaptable, Team player and enjoy new challenges
* Ability to give attention to detail

**Career Profile**

**April 2017 till April 2018: PC SHOP W.L.L Bahrain (IT Business)**

**Office Manager**:

**August 2009 till 31st Jan 2017: Crowne Plaza Abu Dhabi Yas Island**

* Assistant Front Office Manager since October 2012
* Guest Relations Manager: August 2010 - October 2012
* Club Floor Supervisor: August 2009 – July 2010

**March 2010 to April 2010: The Intercontinental Dubai Festival City UAE**

Worked for two Month as **Task Force** during the Busy Operation of the Hotel in the Front Office Department.

**August 2006 to May 2009: The InterContinental Regency Bahrain**

* Executive Lounge Supervisor: April 2008 - August 2009
* Executive Lounge Officer: February 2007- March 2008
* Front Desk Agent: August 2006 – January 2007

**Achievements**

* Won Sales Tender by Ministries and government officials.
* Part of **Brand Standards Validation team** for Crowne Plaza Abu Dhabi Yas Island
* Awarded as “**Manager of the year 2015”** (front of the house) at The Crowne Plaza Abu Dhabi Yas Island
* Awarded as “**Manager of the Quarter June 2015”** (front of the house) at The Crowne Plaza Abu Dhabi Yas Island
* Awarded as “**Manager of the Quarter September 2011”** (front of the house) at The Crowne Plaza Abu Dhabi Yas Island.
* One-month Task Force in the Front Office Department at the Intercontinental Dubai Festival City, while working at Crowne Plaza Abu Dhabi Yas Island.
* Part of the **Pre-opening team** at Crowne Plaza Abu Dhabi and Stay bridge suites Yas Island in the year 2009.
* **Front Office Trainer**: InterContinental Regency Bahrain - conducted orientation for newcomers grooming standards.
* Awarded as an **“Employee of the Month November 2007”** (front of the house) at The InterContinental Regency Bahrain.
* Awarded as the **“IQ Champion”** in recognition for the outstanding performance at The InterContinental Regency Bahrain.

**Educational Qualifications**

* **Bachelor’s degree in Hotel Management & Catering Technology** from Bharati Vidyapeeth’s

Institute of Hotel Management and Catering Technology, Pune University in the year 2002 – 2006 (First Class)

* **HSC** from St. Patrick’s Junior College
* **SSC** from St. Clare’s High School

**Key IT skills**

* Microsoft – Word Excel & Word, Outlook Express, Internet & Email
* Property Management System [PMS]: Proficient in using **Fidelio, Opera** 5.00, Holidex, Loyalty Connect, Merlin
* Tally ERP 9
* IELTS: Overall Band score 7.0

**Personal Details**

Date of birth Nationality Marital Status Languages

: 1st June 1985

: Indian

: Married

: English, Hindi and Marathi.