RESUME

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| **Shiv**  [shiv-391360@2freemail.com](mailto:shiv-391360@2freemail.com) Personal Data Sex : Male  Date of Birth : 10/11/1993  Father name :Shiv Bahadur  Marital Status : Single  Nationality : Indian  Hobbies : Listening to music,  Reading books & Nobles.  Languages known: English,Hindi,Nepali,Telugu | C:\Users\user\Downloads\20190331_101539.jpg  ***CAREER OBJECTIVE***  To see myself as a professional at a good company and to enhance my skills by working in a challenging environment where my education and accomplishments will contribute to the success of the organization.  ***EXPERTISE SUMMARY***   * To be an asset to the organization I serve**.** * Gaining knowledge as my motive. * Passion towards work. * Good verbal and written communication skills.   ***ACADAMIC BACK GROUND***  **SSC**  School Govt High School Vijay Nagar Colony Hyd.  Board Board Of Secondary Education AP.  Duration 2011 to 2012  **Intermediate**  Collage Webster Junior Collage Hyd.  Board Andhra Pradesh Open School Society Hyd.  Duration 2012 to 2014  **Graduation**  Collage Webster degree Collage Hyd.  Board Alagappa University Tamil Naidu.  Duration 2014 to 2017 |

***ECHNICAL SKILLS***

**Programming languages:** MS-office, MS word, Power point, Internet.

***EXPERENCE***

• Presently working as a housekeeping Supervisor in MBF Group Holdings & establishments Dubai.

• Having 3 year experience as a housekeeping Supervisor in Accuro Specialist Support Services Site of (Al zahra Private Hospital DubaiDubai UAE.) I.e. 23rd May 2015 to 20thJuly 2018.

• having 1 year Experience as a Help Desk Executive in DST World Wide Services Hyderabad India. I.e. 12th Feb to 2014 to 15 Feb 2015.

•Having 2 year Experience as a housekeeping Supervisor in Welset Services (DST World Wide services) Hyderabad India. I.e. 19 Oct 2011 to 10th Feb 2014.

***Key Role***

• 6+years’ experience in the Hospitality Industry with increasing responsibility  
• Record of hiring, training and developing staff in hospitality services provision  
• in depth knowledge of supervising staff to ensure cleanliness and tidiness of premises  
• Proficient in responding to guests’ and clients queries and resolving problems efficiently  
• Inspect level of cleanliness and report issues to the management  
• Assist in scheduling of staffs according to projected staffing requirements  
• Respond to guests’ requests and complaints  
• Report needed repairs to the maintenance staff  
• Oversee housekeeping staff to maintain cleanliness of individual rooms and other areas  
• Coordinate supplies of linen etc. in order to maintain sufficiency  
• Report lost and found articles  
• Maintain linen carts and supplies as necessary

•Inspecting the housekeeping manpower and performance, attendance, cleaning and consumption tracker

•Inspection the premises cleaning standards periodical

•Inspection the premises preparing the snag list and assign the duties to the concerns cross checking the closures

•Weekly training for male & female janitor about cleaning machinery & chemical usage

•Maintaining track record of housekeeping consumables

•Handling customer complaints pertaining to housekeeping and suitability resolving anyrelated issues

•Maintaining daily reports, monthly reports and staff monthly time sheets attendance.