173555@gulfjobseekers.com 

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CAREER OBJECTIVE:

Aspiring to carve a niche for myself in a reputed company, where I may significantly contribute through continuous development of knowledge, talent and skills.

**SYNOPSIS:**

A competent professional with over 20 years. An effective communicator with exceptional relationship management skills with ability to relate to people.

**EDUCATIONAL QUALIFICATION**

* H.S.C, March 1996 - Maharashtra University

**KEY QUALIFICATION**

* Excellent written and verbal English communication skills.

Computers: Proficient in Word, Excel Forxpro, Lotus & Internet.

**PERSONAL DETAILS:**

* Nationality - Indian
* Sex - Male
* Date Of Birth - 2-5-1979
* Age - 37 Years
* Marital Status - Married
* Visa Status - Employment
* Languages Known - English / Marathi / Hindi

**RELATED WORK EXPERIENCE**:

**Asst. Admin cum CRM , Puravankara Project Ltd Rep. Office, Dubai: July 2013 to till date**

**Responsibilities as Asst. Admin:**

* Organizing and attending meetings and ensuring the manager is well prepared for meetings;
* Maintained detailed calendars of appointment schedules for business meetings, conferences, domestic
& international travel arrangements.
* Typing documents and distributing memos.
* Arranging travel, visas, accommodation and travelling locally with the manager to take
notes or dictation at meetings or to provide general assistance during presentations
* Handling Front Office
* Attendance Management
* Managing databases; handling correspondence
* Managing office Events/Get-togethers/Parties/Birthdays
* Arranging drivers for client & office staff for client meet.
* Monitoring inventory, office stock and ordering supplies as necessary.
* Maintaining staff file, preparing and sending monthly attendance sheet to HR.

 **Responsibilities as CRM Executive at Puravankara:**

* Initiate and develop a CRM system
* Implement the CRM system for sales processing
* Record names, addresses, purchases and reactions of prospects contacted into the CRM system
* Obtain customer testimonials
* Follow-up on existing customer w.r.t. to offers made, agreements/contracts preparation,
documentation, payment schedule
* Follow-up on submittals
* Drive post sales activity
* Liaise with accounts on payments/outstanding
* Monitor and report on activities and provide management feedback information on new relationships in order to meet the business objectives
* Explain products, services, pricing and answer queries and overcome objections from customers
* MIS reporting to senior management, and data updates

**Hospitality Executive, Ispat Industries Ltd, Maharashtra: Feb 2009 to May 2013**

* Oversees the human resource database.Ensures that system records are accurately recorded and cross-checked.
* Enters new hire information in the human resource system database.
* Tracks and resolves problems and checks system operations as scheduled.
* Ensures that human resource files and records are maintained in accordance with legal requirements and Company policies and procedures.
* Completes monthly and year-end reports regarding terminations, transfers, and new hires.
* Ensures that EEO reporting functions are up-to-date and in compliance with federal regulations.
* Processes employment verification forms and name change packets.
* Prepares recruitment lists and job postings.
* Completes miscellaneous research, reports, and memos as requested.
* Computes and records payroll data as scheduled.
* Maintains payroll records in compliance with state and federal regulations.
* Provides payroll information regarding merit increases to managers as requested.
* Tracks and resolves payroll errors. Completes payroll adjustments and corrections as necessary.
* Ensures that payroll functions are performed in accordance with established policies and procedures.

**Hospitality Executive, Reliance Communication, Maharashtra, India: Dec 2005–Jan 2009**

* Receives and screens visitors and telephone calls.
* Receives and tracks employment applications.
* Assists with questions and problems courteously and promptly.
* Obtains and conveys information as needed.
* Maintains and projects the Company’s professional reputation.
* Assists in training new employees. Supports Department personnel as needed.
* Coordinates with related departments as required. Answers questions and provides assistance.
* Keeps management appropriately informed of area activities and of any significant problems.
* Attends and participates in meetings as required.
* Assumes responsibility for related duties as required or assigned.
* Ensures that work area is clean, secure, and well maintained.
* Types memos and letters as requested.
* Stays well informed regarding human resource developments.
* Performs miscellaneous clerical functions and special projects as assigned

**Front Office Executive, Hotel Hiltop, Maharashtra, India: Apr 1997–Mar 2007**

* Supervises reservations and the allocation of bedrooms with the Executive Housekeeper
* Monitors the customer accounts and till accounts
* Applies and ensures the application of the sales strategy to maximise occupancy and average room price
* Co-ordinates the reception team, organising its work and schedules

### Key Responsibilities

* To monitor the quality of welcome extended to guests
* To recruit, train and motivate the members of the his or her team
* To ensure that all hotel standards and procedures are applied
* To manage daily billing and payments

### Entry Requirements

#### Skills

* Use of Windows
* The ability to train and motivate a team
* The ability to be available to work nights, weekends or public holidays
* Sales ability
* Hospitality
* Adaptability: coping with the diversity of customers and their needs
* Self-sufficiency
* Self-control: handling complaints
* Good relationship skills
* Team leadership

Good memory: remembering guests