Sarika

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 **CURRICULUM VITAE**

## CAREER MANIFESTATION

To be a part of progressive organization that can provide challenging work environment and facilitate growth, an organization, which will utilize my qualification my organizing, interpersonal and communication skills to increase the overall effectiveness of company’s workforce.

EDUCATIONAL BACKGROUND

* Passed 10+2 in Biology, Physics, Mathematics and Chemistry from CBSE Board, Delhi, 1999-2000.
* Passed High School [10th] in Science Stream from CBSE Board, Meerut,1997-1998.

**LANGUAGE SKILLS**

**French:** Completed **Level A1** from **Alliance Française de Delhi,** New Delhi 110003.

Pursuaing **Level A2** from **Alliance Française de Delhi,** New Delhi 110003.

**TECHNICAL QUALIFICATION**

* Three years Diploma in Hotel Management and Catering Technology from J.P.Institute of Hotel Management and Catering Technology, Meerut affiliated to U.P. Technical Board Lucknow, 2004.

# TRAINING EXPERIENCE

* **05th AUG’02-25th OCT’02**: Worked as an Industrial Trainee in all major departments in Hotel CROWNE PLAZA SURYA 5 STAR DELUXE HOTEL.
* **15th MAY’03-28thJune’03**: Worked as Trainee in Hotel LE MERIDIEN 5 STAR, New Delhi in Front Office, Laundry & Housekeeping Department.
* **20th MAY’02-26th July’02**: Worked as Trainee in Hotel VIKRAM, New Delhi in Housekeeping Department for 2 months.

**WORK EXPERIENCE**

* **04th MAY’04-20th SEP’04:** Worked as **Housekeeping Assistant** in Housekeeping Department in Hotel **THE TRIDENT HILTON, Agra,** a unit of Oberio’s Hotels & Resorts.
* **23rd OCT’04-22nd JUN’07:**Worked as a **Team Member-Housekeeping** in Housekeeping Department in Hotel **ANANDA IN THE HIMALAYAS ,** **The Palace Estate** **Narendra Nagar,Tehri Garhwal, Uttranchal** , a unit of I.H.H.R.(Indian Hotels & Health Resorts) and Hotel **ISTA, Bangalore**, a unit of I.H.H.R. (Indian Hotels & Health resorts) **transferred from** **ANANDA IN THE HIMALAYAS to ISTA, Bangalore.**
* **2nd JAN’08- 30th AUG’08:** Worked as a **Lecturer** in **T.John College of Management & science,** certified by NAAC & ISO, approved by AICTE & affiliated by Bangalore University, Bannarghatta road, **Bangalore.**
* **16th SEP’12-18th FEB’13:** Worked as **Front Office Executive (supporting Human Resource and admin)** at **Cosmogenic IT solutions Pvt. Ltd., Bangalore.**
* **1st AUG’13-5th SEP’15:**Worked asan **Executive-Recruitment** at **Alisha Star Ventures, Gurgaon.**

# JOB PROFILE

**Executive-Recruitment**

**Alisha Star Ventures,**

**RESPONSIBILITIES**

* Developing a good understanding of client companies, their industry, what they do, plus their work culture and environment.
* Advertising vacancies by drafting and placing adverts in a range of media.
* Using social media to advertise positions, attract candidates and build relationships with candidates and employers;
* Review resumes and qualifications to determine suitability of candidates.
* Interviewing and assessing prospective applicants and matching them with vacancies at client companies
* Organising interviews for candidates as requested by the client.
* Briefing the candidate about the responsibilities, salary and benefits of the job in company.
* Helping applicants to prepare for interviews: preparing CVs and correspondence to forward to clients regarding of suitable applicants;
* Responsible for carrying out background checks on applicants & ensuring the information they have provided is detailed and correct.
* Verifying references.
* Informing candidates about the results of their interviews.
* Negotiating pay and salary rates and finalising arrangements between client and candidates.
* Offering advice to both clients and candidates on pay rates, training and career progression.
* Maintaining accurate and current applicant data base.
* Maintaining recruiting metrics (cost per hire etc).
* Working towards and exceeding targets related to the number of candidates placed, a value to be billed to clients or business leads generated
* Visiting clients to build and develop relationships;
* Reviewing recruitment policies to ensure effectiveness of selection techniques and recruitment programmes.

 **Front Office Executive (supporting Human Resource & Admin)**

 [**Cosmogenic IT Solutions Pvt. Ltd**](http://www.linkedin.com/company/1414256?goback=%2Enpv_220059089_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1_*1&trk=prof-exp-company-name)**. Bangalore**

 **RESPONSIBILITIES**

 **Front Office Executive**

* Greet all guests courteously and make them comfortable while waiting at the reception.
* Ensure the upkeep and decorum at the reception area.
* Manage the incoming and outgoing calls requests efficiently.
* Manage the messages.
* Manage the meeting room bookings and occupancy
* Maintain and update contact sheet.
* Manage the travel arrangements, including hotels, car, air, road and rail etc (bookings, bill checks etc).
* Manage the requests for couriers and fax.
* Incoming and outgoing mails (posts).
* Record keeping / tracks for travel arrangements done, outgoing couriers, visitor’s records, inventory, temporary IDs etc.
* Coordinate for office supplies.
* Coordinate for office events as the need be.
* Vendor management for stationers, travel agents, courier agents, and all allied third party service providers.
* Supervising the housekeeping staff, security staff, gardeners etc.
* Supervise if the office equipments are working in order like fax m/c, printer, EPABX system or whatever is in use in office etc.
* Check bills pertaining to front desk for accuracy and ensure timely payments.

**Supporting Human Resource & Admin**

* Entering and updating employee information into company databases,
* Processing appointment related paperwork(making offer letter and appointment letter)
* Assisting HR staff with specified projects, such as planning company events.
* Explaining company policies and procedures to employees.
* Handling essential recruitment tasks, including posting job openings, reviewing resumes, calling candidates and scheduling interviews.

**Lecturer**

**T. John College, Bangalore**

**RESPONSIBILITIES**

* To teach at undergraduate level in areas allocated by the Head of Department and reviewed from time to time by the Head of Department. .
* To contribute to the development, planning and implementation of a high quality curriculum.
* To assist in the development of learning materials, preparing schemes of work and maintaining records to monitor student progress, achievement and attendance.
* Taking care of students placements in various hotels & organizations.
* To participate in the development, administration and marking of exams and other assessments.
* Mentoring students to motivate them & to solve their problems.
* Maintaining ISO Files like Infrastructure file Budget file, Time table. Staff history etc.
* To participate in the administration of the department’s programmes of study and other activities as requested.
* To contribute to departmental, faculty, or wide working groups or committees as requested.
* Arranging for guest lectures for students from hotels.
* Member of cultural committee of the college.

**Team Member-Housekeeping**

 **ISTA, Bangalore**

 **RESPONSIBILITIES**

* Responsible for Departmental keys and guest room master cards.
* Responsible for all calls coming to the Desk and to convey the right message to the right person.
* Maintaining records related to day to day operations of Housekeeping.
* Follow up with concerned departments in case of guest requests/ complaints.
* Updating the Housekeeping data board with information like VIP inhouse, Today's occupancy Percentage, arrivals, departures, to do list, rooms for super cleaning etc.
* Allocate work for each staff according to the work load for the day.
* Make the relevant room status changes on the software as per the instruction given by floor supervisors.
* Prepare the VIP amenities list.
* Prepare the missing / broken item register.
* Handle the lost and found procedures and all inquiry.
* Changing the room status from Vacant dirty to vacant clean and changing the room status as per requirement.
* Coordinate with Engineering / Maintenance department for room maintenance issues.
* Co-ordinate with Front office department.
* Prepare the room discrepancy list for Front office.
* Handling minibar stock.
* Maintaining leave cards for the staff.
* Posting minibar and laundry bills
* Making purchase and issue requisitions.

####  Team Member Housekeeping

**Ananda in the Himalayas,Rishikesh**

**RESPONSIBILITIES**

* Replace dirty linens (e.g., sheets, pillow cases) and terry (e.g., towels, bathrobes) with clean items, following correct bed making and folding standards.
* Clean bathrooms, including bathtub/hot tub/shower, toilet, floor, sink, and mirror.
* Replace guest amenities and supplies in rooms, such as toiletries, glasses, mugs, linens, towels, tissues, coffee, printed materials, and laundry bags according to standards.
* Check that all appliances are present in the room and in working order (e.g., hair dryer, television and remote, DVD player).
* Remove trash, dirty linen, and room service items from room and corridor.
* Straighten desk items, furniture, and appliances and restore to original positions.
* Vacuum carpets in guest rooms as well as in the hallway immediately outside the room.
* Dust, polish, and remove marks from walls and furnishings (e.g., appliances, furniture, ice bucket, mini bar, ledges, entrance door).
* Report missing hotel/resort property and damages to room to manager/supervisor.
* Replacing minibar items in minibar.
* Collecting laundry from the guest rooms.
* Limit access to guest rooms while cleaning by following departmental procedures.
* Respond promptly to requests from guests, Front Desk, or At Your Service requests.
* Report room status (e.g., Do Not Disturb notice on room, discrepant rooms) to Housekeeping Manager/Supervisor, or Front Desk.

**Housekeeping Assistant**

**Trident Hilton,Agra**

**RESPONSIBILITIES**

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| * Responsible for cleaning of rooms and public area.
* Replenishing guestroom and bath supplies.
* To deliver and retrieve items on loan to guests ( iron and ironing boards).
* Ensuring security of guest rooms and privacy of guests.
* Responsible for the cleanliness and maintenance of work area.
* Responsible for the Hotel property in the work area.
* Attending guest calls, guest requests, guest complaints in the area assigned.
* Responsible for following the standard operating procedures.
* Responsible for achieving and exceeding the guest satisfaction score.
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**IT SKILLS**

 **Basic Computer skills** - Windows, Microsoft Word, Microsoft Excel, PowerPoint

**PERSONAL SKILLS**

* People handling and team building
* Ability to maintain composure and work efficiency in a fast paced pressured environment
* Excellent communication skills teamed with the ability to develop rapport with employees and peers.
* Excellent in meeting objectives through the use of independent action, prioritization, persistence and leadership skills.

**AREAS OF INTEREST**

* Human Resource
* Management
* Administration
* Training
* Teaching

**STRENGHTS**

* Achievement oriented, with excellent people management skills and an ability to manage change and commitments with ease
* A good spirited team player
* Problem solving, coordination & analysis
* Excellent verbal and written communication skills
* Willingness to learn
* Very honest, loyal & highly dependable

**EXTRA CURRICULAR ACTIVITIES**

* Participated in A.F.W.W.A debate competition won 1st prize
* Participated in Inter School Sports Competition, Dehradun.
* Participated in inter School debate and Dance competition. Roorke won 2nd prize.

### PERSONAL INFORMATION

Date of birth: 26th June1983

Marital Status: Married

Languages known: English and Hindi

Personal Strengths: Honesty, Fast learning, hard work, Creative