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**SIVARAMAN**

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| **SUMMARY** |  | Experienced professional with 5 years of expertise in Customer Service seeking a challenging role in the same or related field to utilize the skills and add value to the organization. |
| **Skills AND CERTIFICATIONS** |  | * Business English Certificate, 2009, ***University of Cambridge*** * Basic knowledge of SAP * Efficient use of GLS (Guest Lifestyle System). * Handling guest complaints effectively * Competitive mindset. * Excellent communication and hospitality * Top notch customer service |
| **Work History** |  | ARMANI HOTEL DUBAI, a 5\* luxury hotel in Dubai April 2014 till Present  **Senior Customer Service Executive**   * Respond to incoming calls, emails and other message from customers and give them the right answers and directions. * Handle complaints, specific customer requests and troubleshoot emergencies if needed over phone and in person. * Review Front office log book and Guest feedback forms on a daily basis. * Collect time records, Transmit records, Handle payments and Process deductions. * Working with Manager to identify training needs and trends within the business. * Arrange appointments, meetings and conference and follow through meeting arrangements as needed. * Review, proof read the documents prepared for Managers approval. * Maintain a comprehensive filing system with documentation.  ROYA INTERNATIONAL, leading hospitality consultants in Dubai April 2013 – 2014  **Food and Beverage Coordinator** Ensure the smooth operation of the F&B Administration office and acting as Personal Assistant to the F&B Director.Identify, rectify or report office equipment malfunctions and raising Purchase Requests for the department.Coordinating with finance department for Budgeting requirement and assisting in the preparation of budgets and forecast for the restaurants under the company. |
| **Education** |  | indian institute of learning and advanced development International Hospitality Management, March 2013 Bannari amman institute of technology Bachelors in Mechanical Engineering, April 2011 |
| **personal informtion** |  | Driving License no : 3731678 Nationality : Indian  Languages:Fluent in English, Hindi, Tamil & Malayalam  Marital Status : Single  Visa Status :Employment |