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№ Profile

Friendly and prompt Front Desk Receptionist with good hands in using phone computer and office equipment. strong multitasking communication and interpersonal skills. strong skills and ability to handle all front office operations

A dedicated and highly organized Hotel Management professional with 2+ years of experience in front desk operations, customer service, and reservations. possessing a polished and professional demeanor with exceptional communication and interpersonal skills. Experienced in handling guest inquiries, providing excellent customer service, and maximizing room occupancy.

Education

Aug 2018 – Dec 2021	Hotel Management, Jagannath University	New Delhi, India
2016 – 2017	High Secondary, Sardar ballabh bhai patel	New Delhi, India
2013 - 2014	High school, Aldrich Public school	New Delhi, India

Projects

May 2019 – Jul 2019 Industrial Training Report on oberoi udaivilas udaipur

The training program is an excellent opportunity for us to get to the ground level and experience things that we would have never gained by going straight into the industry.

Professional Experience

May 2022 – present Customer Care Executive, Tech Mahindra New Delhi, India

Managing a team of representatives offering customer support.

Overseeing the customer service process.

Resolving customer complaints brought to your attention.

Creating policies and procedures.

Jun 2021 – Dec 2021 On Job Trainee, Roseate Hotel New Delhi, India

Jan 2021 – Mar 2021 Indutrial training, New Delhi, India
Jaypee Hotels & Resorts (Jaypee Vasant Continental)

Creating guest database. Handling guest accounts. Coordinating guest service. Trying to sell a service. Ensuring guest satisfaction.

Apr 2021 – Sep 2021 Sales Executive, TWISS SPARKLING Delhi

Oct 2021 – Dec 2022 Customer Care Executive,, TechMahindra Noida

Poorvi Gupta I / 2

Skills

Communication

Attention to Detail

Team Work

Customer Services

Public Relation

Problem Solving

creative

Time Management

Decision Making

Certificates

Industrial Training

Best head cordinator

University

One Minute show

University

1st Prize Face painting university

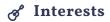
Bronze medal in Archery

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state level

Canguages

Hindi English \bullet \bullet \circ \circ



Travelling, Swimming, Art & craft, Cooking

ន្លា Achievements

- Served as a captain at Eros, New Delhi, IndiaServed as a captain at British High Commission
- served as a captain Australian embassy

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