

JUDITH JOSEPH



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PROFILE:

To be a part of the organization that provides me an opportunity to grow and to use my skills and abilities to create value by producing the best result for the organization.

AREA OF EXPERTISE

- Customer Handling
- Telesales
- General Administration Works
- Secretarial Works
- Front Office
- Guest Relation

WORK PROFILE

Experience 1

Organisation: **Dnata (Emirates Group)**

Designation : Marhaba Service Agent

Duration : 14-03-019 to 17-05-2020

Job Responsibilities:

- Meet and greet service
- Handling front desk
- Visa services
- Passenger assistance to immigration formalities
- Preparing daily reports

Experience 2

Organisation : **Ahlan Meet and greet services (Dubai International Airport)**

Designation : Guest Relation Officer

Duration : 16-06-2017 to 28-02-2019

Job Responsibilities:

- Meet and greet service to passengers
- Assisting passengers to immigration

- Handling front desk
- Accepting walk in clients
- Doing Reservation through opera system

Experience 3

Organization : **Wyswyg Technologies Pvt Ltd**

Designation : Academic counselor cum Front Office Executive

Duration : 20-01-2015 – 10-06-2016

Job Responsibilities :

- Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.)
- Greet and welcome guests
- Answer questions and address complaints
- Answer all incoming calls and redirect them or keep messages
- Receive letters, packages etc. and distribute them
- Prepare outgoing mail by drafting correspondence, securing parcels etc.
- Check, sort and forward emails
- Monitor office supplies and place orders when necessary
- Keep updated records and files
- Monitor office expenses and costs
- Take up other duties as assigned (travel arrangements, schedules etc.)

Experience 4

Organization : **First Source Solutions Pvt Ltd**

Designation : Customer Service Associate

Duration : 07-04-2012 – 02-11-2013

Job Responsibilities:

- Attending to customer inquiries over phone.
- Recording customer inquiries by documentation.
- Inter department coordination.
- Preparing daily reports of employees.
- Assisting in Sales.
- Maintaining existing customer accounts.

Experience 5

Organization : **Hotel Gokulam Park Inn**

Designation : Guest Relation Assistant

Duration : 11-04-2011 – 12-12-2011

Job Responsibilities:

- Provide the perfect first impression with a smile and welcome

- Ensure problems are dealt with immediately and proactively with the support of Outlet Manager
- Be organised both personally and professionally
- Have good time management skills – report for duty, meetings and training on time

ACADEMIC PROFILE

2013 - 2016 : **Bachelor of Business Administration** from Bharatiar University, Coimbatore, India.

2010 - 2011 : **Diploma in Airline and Airport Management** from International Educational Council.

2008 - 2010 : **Higher secondary (Kerala State Board)** from The Chapter College, India.

2008 : **S.S.L.C (Kerala State Board)** from St Joseph's High School, India.

KEY SKILLS

Technical Skills

Office Tools: MS Office (Word, Excel, Power Point)

Personal Skills

- Good communication - Written and Oral skills
- Effective interpersonal skills
- Leadership Skills
- Proactive and Team Player

PERSONAL DETAILS

Name : Judith J
 Date of Birth : 19/04/1993
 Gender : Female
 Nationality : Indian
 Passport No : P0628210
 Visa Status :Husband Sponsorship
 Religion : Christian
 Marital Status : Married
 Languages Known : English, Malayalam, Tamil

Place: Dubai

Judith J