

PUSPARAJ BOLAKHE



Abu Dhabi, United
Arab Emirates



0562991643



puspa.bolakhe@outlook.com



Highly talented and motivated front office and customer Service with 5+ years experience in resort and hospitality as Front office coordinator providing excellent services & satisfaction, complaint resolutions and committed to deliver high quality results with little resources, who uses initiative and organisational and communication skills to get the job done.

EDUCATION

HIGHER SECONDARY EDUCATION

TEJGANGA MULTIPLE CAMPUS
PANAUTI NEPAL
2010-2011

BACHELOR OF EDUCATION

TRIBHUVAN UNIVERSITY
Kathmandu Nepal

2012-2016

LINKS

WORK EXPERIENCE

Kushadevi
Himalayan
Resort

Nov2020 - Feb2023
PANAUTI NEPAL

FrontOffice coordinator

1. Greets visitors, answers phone calls, and provides general information or directions.
2. Provide excellent customer service, addressing inquiries, and assist customers with their needs or concerns.
3. Handle administrative tasks such as schedule appointments, manage calendars, organize meetings, and maintain records or databases.
4. Welcome and assist guests, manage reservations, and ensure guest satisfaction during their stay.
5. Maintain and updating information systems, managing guest or customer data, and ensuring the accuracy and confidentiality of records.
7. Some time handle financial transactions, such as receiving payments, processing invoices, or managing cash registers.

Receptionist/teller

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Maintains security and telecommunications system.
- Informs visitors by answering or referring inquiries.
- Directs visitors by maintaining employee and department directories.
- Oversees and maintains waiting area, keeping it stocked with brochures, deposit slips, and withdrawal forms.
- Answers customer questions and provides general information on banking services and policies.
- Answers incoming phone calls, transfers calls, and takes messages when necessary.
- Follows up on minor customer issues.

Hamro Sahara
Saving and Credit
Co Society

Oct2016 - Sept 2020
KUSHADEVI, NEPAL

SKILLS

- ADMINISTRATIVE SKILL
- CUSTOMER SERVICE EXCELLENCE
- COMPLAINT RESOLUTION
- COMMUNICATION SKILL
- ABLE TO WORK LONG TIME
- TEAMWORK
- GREAT LEADERSHIP & ORGANIZATIONAL SKILL
- SMART APPEARANCE AND FRIENDLY MANNER
- EFFECTIVE SALES SKILL

LANGUAGES

- ENGLISH
- HINDI
- NEPALI

PERSONAL DETAILS

Date of birth: 15/05/1993

Nationality: NEPALI

Marital status: MARRIED

Lilawati National Academy

JUN2014 - AUG 2016
PANAUTI,NEPAL

Public Relation Officer

- 1 Greet customer’s and set positive office atmosphere .
- 2 Directly deal with the customer through various ways (Face to face, by telephone, by electronics mails etc)
- 3 Provide information about the services and products of the organization.
- 4 Work with the management team to stay updated on product knowledge and be informed of any changes in company policies.
- 5 Impact the company’s bottom line by problem solving and turning frustrated clients into repeat customers.
- 6 Responsible for maintaining a high level of professionalism with clients and working to establish a positive relationship.
- 7 Interact with the customer’s providing feedbacks and solutions.

PASSPORT DETAILS

PASSPORT NUMBER - PA123718

PLACE OF ISSUE - NEPAL

DATE OF EXPIRY - 18-JSN-2033

VISA STATUS - VISIT VISA/AUGUST 2023