

Shirsti Swati

A competent professional offering over 5 years of experience in Front-Office Functions and Administration



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Academic Details

- Pursuing B.Com. from IGNOU
- XII from IGNOU in 2017
- X from St. Ann's High School, Gujarat in 2010

Profile Summary

- Skilled in preparing presentations for meetings & monthly reviews; collating MIS data for Senior Management Team
- Formulating new policies and procedures for file maintenance, preparing reports on orders, data, reception & front-office administration
- Acting as Key Coordinator and Lead for CSR Activities and Employee Engagement initiatives at corporate level
- Proficient in ensuring employees are provided with basic amenities, training & resources and helping to ensure office staff are well engaged and motivated
- Efficient organizer, motivator, team player & a decisive leader with the skills to motivate teams to excel & win

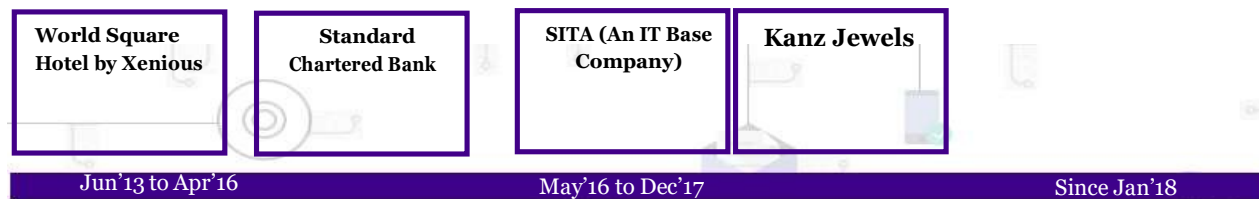
Core Competencies

General Administration	●●●●●
Executive Desk Affairs	●●●●●
Cross-functional	●●●●●
Coordination	●●●●●
Vendor Management	●●●●●
CSR Initiatives	●●●●●
Guest Relations	●●●●●
Employee Engagement	●●●●●
Time Management	●●●●●

Soft Skills

Communicator	●●●●●
Motivator	●●●●●
Innovator	●●●●●
Analytical	●●●●●
Collaborator	●●●●●

Career Timeline



Professional Experience

Since Sept'19 Kanz Jewels (Dubai UAE)

- Greets and meets customers on arrival at the shop
- Listens attentively to a customer's needs and gives explicit explanation to satisfy such a customer
- Presents the customer with the needed jewellery and provides information, such as pricing; and gives a discount if need be
- Helps in the daily display of all items that are available for sale in the shop
- Entertains customers and answers questions respectfully
- Ensures regular increase in sales of jewelry products
- Achieves goals set by the employer
- Strictly adheres to company policies
- Helps customers to make the right decisions so they can make the right jewelry purchases
- Explains warranties and guarantees on each piece purchased by a customer

Jan'18 sept'19 SITA (An IT Base Company), Delhi as

Receptionist Key Result Areas

- Examining client specific requirements & sourcing profiles accordingly
- Coordinating with the front-end clients by actively interacting with the respective SPOC in capturing the requirements & conducting feedback follow-ups
- Keeping in loop both the candidates and the clients until the candidates joining
- Administering first level interview to check communication & domain skills, interest level, availability, salary expectation and so on
- Managing domestic and foreign visitors by making their proper entry on company portals
- Maintaining each and every record of contractor, vendors, visitors, staff and internal in-house team
- Recording dispatch of courier, receiving of courier, company assets by making excel sheet & updating the same
- Spearheading quires of internals staff and outsiders through calls and E-mail
- Preparing excel sheet and keeping record of building utility details

Highlights

- Successfully completed a project work Being a Sit In-Charge
- Coordinated with company vendors & worked as banquet sales executive
- Generated leads for hotels such as Banquet Showing, Room Showing, Briefing about the property

May'16 to Dec'17 Standard Chartered Bank, Delhi as Site In-charge

- Supervised housekeeping team, checked the records and register
- Ensured smooth handling of trainings, meetings and conferences
- Facilitated complaints related to housekeeping and maintenance by taking appropriate steps
- Maintained a record of files of different vendors

Previous Experience

Jun'13 to Apr'16 World Square Hotel by Xenious, Delhi as GSA

- Engaged in pre-registration of guests and assigned rooms to accommodate special requests
- Assisted in preregistration and blocking of rooms for reservations
- Understood & tracked room status
- Coordinated with the Housekeeping Department by providing notification to housekeeping of all check-outs, late check-outs, early check-ins, special requests, and day use rooms
- Supported guest by providing all information about the hotel such as showing rooms, providing banquet & restaurant information & all the facilities of the hotel

Technical Skills

- MS Excel, PowerPoint, WordPad
- Good Typing Speed



Personal Details

Date of Birth: 29th April 1993
Languages Known: English & Hindi
Address: C/o Rohit Villa, Block-A, Gali No. 3, House No.-140, Shakarpur, Laxminagar-110092, New Delhi