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**SHILPA G S**

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**Watsapp  : 0091-7356144461**

**|Dubai, UAE**

**OBJECTIVE**

Passionate driven professional intended to join a challenging team with diverse role assisting in various areas, to contribute and participate in the growth of an organization which provides a great work culture and opportunities to develop my skills to the fullest extent.

**SUMMARY**

Hotel Management/Hospitality professional with **6+ years** of experience. I have proven leadership qualities, diversity, professionalism, an open mind, unconditional positive regard, empathy, teamwork with a strengths-based/solution focused approach. Whether through direct supervision, individual work and supervisory, I am attentive and conscientious of my impact. Looking forward to a **career in Hospitality Management, Customer Service, Sales, Front Office Management, Airport & Airlines**.

**STRENGTHS**

* Ability to think logically with rapid and accurate skills.
* Ability to handle confidential information appropriately.
* Ability to take and enforce routine decisions within the policy structure and HR guidelines.
* Ability to plan, organise and administer activity with effective communication.
* Ability to show initiative, learn new techniques and work independently.
* Good interpersonal skills, discretion, tact and diplomacy, able to establish effective working relationships.
* Ability to multi - task & provide a proactive customer focused service.
* Sound time management and prioritisation skills.
* A self starter, able to demonstrate high levels of initiative, motivation, trust and loyalty.

**HIGHLIGHTS**

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| --- | --- | --- |
| * Guest Relations | * New Employee Relations |  Organized |
|  Team Building Strength |  Microsoft Suite Expert |  Exceptional Interpersonal Skills |
| * Performance Minded | * Maintains Confidentiality |  Innovative |
| * Event Coordinating | * Guest Service Excellence |  Excellent people skills and a positive working attitude |
|  Customer Satisfaction Enhancement |  Banquet Coordinating |  Administration |
|  |  |  |

**EXPERIENCE**

***Front Office Administrator cum personal secretary*** September2018 – February2019

**ABOVE AND BEYOND – BUSSINESS BAY, DUBAI ,U.A.E**

* Greet and welcome guests as soon as they arrive at the office.
* Direct visitors to the appropriate person and office.
* Provide basic and accurate information in-person and via phone/email.
* Accounting ( *wave* account)  and purchase office supplies
* Perform other sales cordinating duties such as direct marketing, Telemarketing,

***Front Office Administrator*** March 2017-July2018

**GLOBAL INDIA EDUCATION CENTER - Kerala, India**

* Greet and welcome guests as soon as they arrive at the office.
* Direct visitors to the appropriate person and office.
* Provide basic and accurate information in-person and via phone/email.
* Order front office supplies and keep inventory of stock.
* Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

***Banquet Coordinator cum G M SECRETARY***  November2015-February2017 **HYCINTH SPARSA– Kerala, India**

* Coordinate with multiple teams for information gathering.
* Ensure schedule changes are notified to clients accurately and prepare transport schedule for Crew and Drivers proactively.
* Working closely with the other departments (Training, Sales and Scheduling) to assist clients with any issues / concerns.

***Guest Relations Executive*** August2011-September2015

**Hotel THE CLASSIC AVENUE– Kerala, India**

* Assist with the organisation of events and certain marketing activities.
* Respond professionally to customer queries and accurately transfer the information to the respective managers and departments.

***Receptionist***  June2009 -July 2011 **HOTEL THE CAPITAL– Kerala, India**

* Prepare day to day schedule and manage calendar, including coordinating to schedule meetings and appointments.
* Prepare presentations as per the requirements
* Maintain contacts database
* Sending faxes, photocopying and other office services as required.

**EDUCATION**

* + DAHTM. (Diploma in Aviation Hospitality & Travel Management) Govt undertaking (March2007)Approved by Frankfinn, Trivandrum.
  + Degree, BA Hindi literature, Govt women’s college, Kerala university, (March 2007) passed.

**PERSONAL INFORMATION**

**DOB**  : 24/12/1989 **Passport No** : F8097752

**Languages** : English,Hindi **Place of Issue** :Trivandrum

Malayalam **Date of Issue** *: 10/07/2017*

**Date of Expiry** *:09/07/2017*

**Visa status**  :Visit

**Expiers on** :25/6/2020

**SHILPA G.S** **DUBAI**