



## SONY B

Condor Castle Residence, Street-14, District Circle - 2 - 10 Mu'allaqat Blvd - Dubai  
+971509324415 | sonymalu19@gmail.com

### Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

### Education

- **MBA in HR Management**  
Suresh Gyan Vihar university
- **Bsc Catering Science & Hospitality Management**  
UEI Global Education
- **Intermediate**  
Chempakasherry Higher Secondary School
- **High School**  
Amritha Sanskrit Higher Secondary School

### Experience

- **Condor** 2021 - -present  
**Socialicious, Dubai**
  - **Guest Delight Associate**
  - Maintains the Management office and control day-to-day operations .
  - Maintain an effective command for overall management of staff as per the organisational chart.
  - Processes invoices for management approval pertaining to departments .
  - Ensuring and providing flawless, upscale, professional and high class guest service experiences
  - Analyzing customer feedback and providing strategic direction to continuously improve overall rating
  - Responding to guests needs and anticipating their unstated ones.
- **Hycinth, Trivandrum** 2019 - 2021
  - **Guest Relation Executive**
  - Welcome guests during check-in and give a fond farewell to guests while checkout.
  - Handling guest complaints and concerns in an efficient and timely manner.
  - Overseeing VIP guests, arrivals and departures.
  - Coordinating and multi-tasking job duties in a busy environment.
  - Ability to understand and carry out oral and written instructions and request clarification when needed.
  - Strong interpersonal and organizational skills.

• **Hycinth By Sparsa, Trivandrum**

- 6 months

◦ **Guest Service Associate**

On job training

## Achievements & Awards

- Additional Foundation Certificate in Hospitality Management.
- Food & Safety certification of Dubai

## Skills

- Problem-solving skills.
- The ability to work in a team.
- A strong work ethic.
- Analytical and quantitative skills.
- Leadership qualities.

## Languages

- English
- Hindi
- Malayalam
- Tamil

## Personal Details

- Date of Birth : 19/03/1999
- Marital Status : Single
- Nationality : Indian
- Passport : T8141261

## Declaration

- I certify that the information provided in this resume is true and accurate to the best of my knowledge.

**Date :**  
**Place : Dubai**

**Name : Sony. B**