

# DANNI DAVID

## Personal Info



**Address:** Tulip Hotel Apartments, Flat #602, Al Mankhool, Dubai, UAE  
**Phone:** +971 523520933  
**E-mail:** danni\_david@outlook.com  
**LinkedIn:** [www.linkedin.com/in/dannidavid/](http://www.linkedin.com/in/dannidavid/)  
**DOB:** 24<sup>th</sup> May, 1998  
**Nationality:** Indian  
**Passport Number:** S4037743  
**Visa Status** Visit

## Objective

Hospitality professional looking for an appropriate position in the hospitality industry. Highly effective in greeting guests and resolving issues. Focused on providing exceptional service.

## Academic Qualifications

Level	University / Board	Institute	Year
B.Sc. Hospitality & Hotel Administration	Jaipur Engineering College and Research centre (JECRC)	JECRC University	2017-2020
Higher Secondary	Central Board of Secondary Education (CBSE)	S.V.M. Public School	2016-2017

## Experience

- Hilton Reservations & Customer Care (HRCC) agent at Teleperformance, Jaipur, Rajasthan, India. (November 2019 – August 2021):
  - Appointed as a representative at the Hilton Reservations and Guest Assistance department.
  - Assisted hotel on behalf of the guest to modify reservation and billing requests.
  - Took follow up from the guest and hotel in regards to the service provided.
  - Ensured the implementation of all the hotel policies and house rules as per the SOP's provided.
  - Maintained all the work logs, records, reports in terms of the reservation, cash & credit handling, queries & grievance, in totality client relations.

## Training & Internships

- Industrial Training at The Oberoi Rajvilas, Jaipur. (January 2019 – July 2019)
- One day trainings:
  - The Rambagh Palace, Jaipur: Part-time occasionally
  - The Hari Mahal Palace, Jodhpur: Part-time occasionally
  - ITC Rajputana, Jaipur: Part-time occasionally
  - Crown Plaza, Jaipur: Part-time occasionally

## Certifications

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**SOAR** (Certificate): from **The Oberoi Rajvilas, Jaipur** for completing the six months' internship.

## Skills Highlights

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- Guest Satisfaction
- Service Focussed
- Relationship Management
- Observant
- Leadership
- Team Work
- Strong Decesion Maker
- Innovative

## Interest / Hobbies

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- Computer games
- Cricket, Judo
- Art & Crafts

## Languages

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- English
- Hindi
- Malayalam

## Declaration

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I Solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge.

**(Danni David)**