

KRISHNADAS K.P

Mobile: +971 581911273

Silicon Oasis , Dubai U.A.E

Email: krishnadas143kdkp@gmail.com

Visa Status - Visit Visa (Immediately available)

Marital Status: Single

Date of Birth: 25.12.1992

Nationality: Indian

Years of Experience - 7 Years



Objective

I am looking a challenging job with a rapidly growing organization that can provide me with a range of goals and job objectives with in a contemporary and economical business setting.

Front Office Management	Document Management
Call center Management	Cold Calling
Leadership	Customer Service
Presentation Skills	Sales Management

Communications:

- Fully skilled with categorizing, filling and retrieving documents in modern resource centers
- Able to take an orderly approach to keeping both physical and electronic documents, including the process needed to discard absolute records appropriately
- Good communication skills, adaptable and quick learner.
- Motivated, ambitious and eager to learn.
- Can be part of a team, can handle hard situations.
- Clever finishing any negotiation step by step.
- Using computer- based technologies to locate access, evaluate, store and retrieve information and to express ideas and communicate with others.

Experience:

Company Name: HOTEL INDIYA WAYAND, 4STAR HOTEL WAYAND, KERALA INDIA (JAN 2021 to AUG 2021)

Title: Front office Executive

- Checking guests in and out.
- Receiving and managing reservations made online and telephonically.
- Verifying guests' payment methods during check-in.
- Assigning rooms to guests and informing them of any specials offered by the hotel.
- Organizing transport services for guests at their request.
- Providing guests with information about the hotel.
- Keeping abreast of attractions that may be of interest to guests.
- Serving as a host at conferences, and ensuring that all relevant preparations are made for the event.

Company Name: SATTVA THE AWAKENING GARDEN RESORT, KERALA, INDIA (AUG 2019 to SEP 2020)

Title: Front Office In charge and Guest Relation

- Managing and training the front office staff
- Ensuring the front desk provides a professional and service for guest
- Dealing with guests and attending the enquiry
- Set up controls (over time, safety deposit, master keys, bank etc) and audit them on a timely basis to ensure the accuracy and completeness of all work handled by the front desk
- Maintain close communication with housekeeping, sales, maintenance and other departments

Company Name: AL HASSAN ISMAIL BODY FITNESS AND HEALTH CLUB (Nov-2017 to Oct-2018)
Title: Customer Service Executive

- Ensure all client calls are attended to as per best customer service practices and efficiently understand the customers, requirements, striving to provide the best solutions
- Demonstrate excellent call-handling capabilities, with a friendly and engaging phone manner at all times
- Identify, research and resolve customer/agent concerns using the available information and database
- Check for accuracy and edit files, like contracts.
- Review and update technical documents (e.g. manuals and workflows).
- Distribute project-related copies to internal teams.
- File documents in physical and digital records.
- Create templates for future use

Company Name: AL Mariah United group, Abu Dhabi (March 2014 to March 2015)

Title: Customer Service Representative and Asst. Document controller

- Responsible for handling all older documents and establishing which one is were ready to be Achieved
- Ensured that all achieved documents were stored in compliance with the relevant health and safety regulations
- Co-ordination with internal departments
- Co-ordinate food and beverage for events
- Maintain the client data base in an organized manner
- Interact with clients while handling complaints and special requests
- Identify and escalate priority issues
- Follow up customer calls where necessary

Company name: Data Birla Group Idea Network, Kaloor, Cochin (April 2015 to October 2017)

Title: Call Center Executive

- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Work with customer service manager to ensure proper customer service is being delivered
- Close out or open call records
- Handle changes in policies or renewals
- Resolve customer complaints via phone or email

Company Name: SEO Plant Kanhangad, Kerala, India - (Janu 2013 – Feb 2014)

Title : IT Support Assistant

- Create computer programs for different client projects
- Assist users with routine backups and software updates.
- Answering the telephone to internal customers and company suppliers.
- Responsible for routine maintenance and inventory records
- Communicate with clients and vendors as required.
- Filing and maintaining documents
- Creating forms and templates

Educations

- Engineering Diploma – Computer Science 2012 – Govt. Polytechnic College, Kasaragod, Kerala, India
- Technical High School Secondary Leaving Certificate – 2006 – 86 %

Computer Literacy & Language Skills

- Well versed with the latest Microsoft applications, windows operating systems, through with working on emails and internet (Advanced user of MS Excel, Word, PowerPoint)
- Proficient in computer software programs such as, word processors, spreadsheet programs, and database systems
- Data organization and storage knowledge
- English (Advanced), Malayalam (Native), Hindi (Fluent), Arabic (Beginner)

Personnel Details

Bate of Birth	-	25 December 1992
Nationality	-	Indian
Sex	-	Male
Passport Number	-	K3299808
Marital Status	-	Single
Visa Status	-	Visiting Visa

References and certificates are available upon request.

Regards.

KRISHNADAS KP