

Contact Details

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Address:

Bolpara, Fatepur
Murshidabad, West Bengal
India – 742132.

Language

English, Hindi, Bengali

Educational Qualification

Bachelor's in arts (2014)

Kalipada Ghosh Tarai
Mahavidyalaya (North Bengal
University)

Master's in arts (2016)

Rabindra Bharati University.

Professional Qualification

- Computerized accounting.
- Diploma in Office Automation and Publishing.
- Diploma in Aviation

Skills

- Team management.
- Communication skill.
- Team Work.
- Punctuality.
- Customer Service.

Achivement

- RISING STAR of the Month February 2022 at Dubai Expo 2020.

SWAPNA PAUL

My objective is to see myself as an important part of your organization and an efficient employee, who will be more fluent in skills, knowledgeable, experienced, and well talented and whom the companies do not want to lose.



Work Experience:

Working as Operation Management Host in Dubai EXPO 2020

- Assisting with the planning, preparation, and organization of events, both with the venue and with clients.
- Greeting and directing guests to their seats. solve their quires, and tell the right direction, ticket and PCR checking, and scanning. Answering questions and concerns in a polite manner.
- Make sure that the event space is clean before and after the event.
- Make sure that all health and safety requirements are followed and that the staff knows the emergency protocols.
- Creating a positive and relaxed atmosphere for the guests.
- Coordinating employees so they work together seamlessly for the event.

Service Co-ordinator in Canon Aircon Communication India (May 2021 to November 2021).

Work Controller cum Front Office Executive in Canon Electro Service Pvt. Ltd. India (December 2018 to April 2021).

- Answering all the incoming and outgoing phone calls, check mails. Great all the customers and solve their queries and collect their complain regarding the machines and send engineer in that work site to solve their problems.
- Prepare quotation for photocopier machines or spare parts and send to the customer by Mail or by post. Collect the order over mail or by post. Follow up all the payment related issues.

Front Office Executive in Kidzee School Head Office Siliguri, India (April 2018 to December 2018).

- Answering all the incoming and outgoing phone calls, greeting visitors, and providing information to parents and students. Take new admissions and Facilitated Communication within the School. Keep Records of all students. Schedule Meetings. Informed all school programs or meeting-related information to the parents and children.