



# REBA ROSEMARY BISWAS

## BIOGRAPHY

### COVER LETTER

## CONTACT



91 6289951254



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Kolkata, West Bengal, India,  
1/1H/3 Dehiserampur Road,  
P.O Entally,, 700014

## EXPERTISE

High

75

## LANGUAGES

English

Proficient 99

## SKILLS

• Achieving  
all types of  
targets and  
KPIs.

• Handling  
both  
Inbound  
and  
Outbound  
Process in  
Voice as  
well as Non-  
voice (Chat).

Good  
computer  
skills Safety  
and  
compliance  
Team  
Managem  
nt Team  
building  
Relationship  
developme  
nt Pr

I like to  
learn and  
excel myself  
every day,  
to take on  
challenges.  
I always aim  
for the best  
of ever

Inventory  
managem  
nt, Time

Reba Rosemary Biswas

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West Bengal, India.

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LinkedIn URL: <https://www.linkedin.com/in/reba-rosemary-biswas-47274822a/>

Skype id: rebarosemary11@outlook.com

20th Aug 2022

TO HR Available  
UAE

## Subject – Job application for the post of – Receptionist

Dear Hiring Manager

With the enclosed resume, I would like to express my sincere interest in the Receptionist position you have available. As an accomplished professional with more than 2 years of experience maximizing customer satisfaction through exceptional customer service, I possess a breadth of knowledge and talents that will allow me to contribute toward your success through this role. My background lies in successfully maintaining superior customer relationships and providing outstanding service and support to meet, and surpass, expectations and requirements. Throughout my career, I have managed customer communications and initiatives to realize improved customer service, satisfaction, and retention. Additionally, my established success in effectively interacting with and leading teams positions me to make a significant contribution in this position. The following achievements demonstrate my qualification for this position: Developing and implementing key policies and procedures in customer service departments to boost productivity and enhance team morale. Earning a reputation for swiftly identifying and resolving potential customer-facing problems and discrepancies, leading to a significant boost in customer satisfaction and loyalty.

Successfully ensuring top-flight customer service and satisfaction while driving staff training and development and team motivation. Establishing solid and trusting relationships through exceptional communication and interpersonal skills.

Balancing multiple tasks within fast-paced, deadline-driven, and customer-facing environments.

With my proven commitment to building strong customer relationships, I am prepared to extend my record of excellent service to your team at your company.

I welcome the opportunity to discuss this position and my qualifications with you further. Thank you for your consideration.

Sincerely,

Reba Rosemary Biswas

## ABOUT ME



**Educational qualification**  
Diploma



**Source**  
LinkedIn

## EDUCATION

2022 - 2022

Diploma in  
Hospitality  
Management  
Nikita Don Bosco  
Kolkata, West  
Bengal

2008 - 2022

Higher  
Secondary (12th  
Pass)  
The National  
Institute of Open  
Schooling

2022. EXTRA CURRICULAR ACTIVITIES: Attended Casual Trainings at Hyatt, J.W. Marriot and Club Fenicia.

## WORK EXPERIENCE

2022 Present

Front Office  
Receptionist  
Burman Hospitality.  
Taco Bell, Bengaluru.  
India

1. To be fully conversant with special promotions offered by the hotel and to pass this information on to the guest whenever the possibility arises.

2. To promote the other departments within the hotel at every given opportunity in order to maximise hotel sales.

3. To make sure that all reservations have the correct deposit taken.
4. To ensure that all confirmations are sent out by the end of the shift.
5. To be aware of the hotel availability and that every opportunity to maximise room sales is taken. Front Office Department

## 2021 - 2022

Customer Service  
Representative  
XPLORE-TECH  
SERVICES PVT. LTD.  
Kolkata. India

Ensured customers were satisfied with every part of the flooring experience, from initial greeting through order completion.

- Memorized the company's product offerings; contributed to a 12% sales increase for the quarter by communicating product benefits and providing excellent service.
- Recommended solutions within customer budgets and proactively followed up with all leads
- Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
- Listen attentively to caller needs to ensure a positive customer experience.
- Access electronic and paper cataloguing systems to look up product information and availability.

## HONORS & AWARDS

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2021  
Achievements:  
Promoted as  
Group leader

Challenging Environment to improve my career prospects  
Higher Level and contribute to the growth of the organization.

## PORTFOLIO

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Biswas Portfolio

URL:

<https://www.linkedin.com/in/rebarosemary-biswas-47274822a/>