

# Sonia Gill

Business bay, Dubai - UAE

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## Objective:

To find a fulfilling career path, one that will allow me to fully contribute my knowledge and skill acquired through the years of experience in various field.

## Educational Qualification

- B.A (2007)
- Diploma in Montessori training (2010)
- Certified in effective communication, customer care and Telephone techniques (City Premiere) (2012)

## Key Skills

- Learn quickly, and able to work under pressure
- Provide excellent service and develop rapport with customers
- Results-oriented, self-starter with experience
- Excellent analytical and communication skills
- Committed to providing excellent quality service.

## Work Experience

- **HR MANAGER - AHSAN NAEEM PROJECT MANAGEMENT SERVICES (temp) 1<sup>st</sup> September 2020 - till date.**
  - Hiring of new staff
  - Attendance management
  - Preparation of salary sheet
  - Management of annual leave and gratuity records
  - Performance evaluation of staff
- **HR/ADMIN CO-ORDINATOR ACCOR/IBIS - Novotel. Hotel, Dubai-UAE 1<sup>st</sup> February 2020 - 15 July 2020**
  - Coordinating HR Dashboard / Statistics.
  - Co-ordinating staff daily transportation to and from staff accommodation.
  - Assist and resolve hotel staff and management queries
  - Updating salary and benefits information.
  - Developing job descriptions, short listing, interviewing, and selecting candidates, preparing personal files of the colleagues.
  - Helps employees identify specific behaviors that will contribute to service excellence.
  - Responsible for the on the job orientation for new hires.
  - Manage HR administration such as starters and leavers process.
- **IN-ROOM DINING INCHARGE - Novotel. Hotel, Dubai-UAE 17<sup>th</sup> February 2013 to 31<sup>st</sup> January 2020**
  - Ordering for all essential items to run the shift smoothly as per FIFO and compliance with regulations of Dubai Municipality.
  - Checking with kitchen for non -available items
  - Checking the shift is ready with mis-en-place
  - Take orders
  - Set the orders and send each after a thorough check
  - Settle the bills and close the shift with dropping the cash
  - A complete handover to the incoming shift

- **RECEPTIONIST / CASHIER - Fortune Grand Hotel, Dubai- UAE** **6 Months**

#### *Responsibilities*

- Itemizes and totals purchases by recording prices, departments, taxable and nontaxable items, operating a cash register.
- Collects payments by accepting cash, check, or charge payments from customers, making change for cash customers.
- Balances cash drawer by counting cash at beginning and end of work shift.
- Provides pricing information by answering questions.
- Maintains safe and clean working environment by complying with procedures, rules, and regulations.
- Contributes to team effort by accomplishing related results as needed.

- **TEACHER - Apex Public High School, Lhr - Pakistan** **1 Year**

- **TEACHER - Cathedral High School, Lhr - Pakistan** **2 Years**

- **TEACHER - Syed public High School, Lhr - Pakistan** **1 Years**

#### **Personal Details**

Date of Birth	:	09.10.1985
Nationality	:	Pakistani
Gender	:	Female
Marital Status	:	Single
Languages Known	:	English, Urdu, and Punjabi

#### **Passport Details**

Passport No	:	DS4791673
Issue Date	:	21.OCT.2019
Date of Expiry	:	19.OCT.2024
Visa Status	:	Visit Visa

#### **Interests**

- Reading Magazines & News Papers
- Networking