

**Nisha Gurung**

CAREER OBJECTIVES

“Seeking a challenging position with a progressive organization that will effectively utilize my knowledge and expertise, where I can grow with the organization and prove to be an asset for its effective functioning, be a team player for the achievement of organizational goals and its success”.

TECHNICAL SKILLS



PERSONAL ATTRIBUTES

Communication skills.

Perform well under pressure.

Dependable and trustworthy.

Mature, positive, and professional attitude.

Open to new ideas and work well with others.

Identify and solved problems to satisfaction of all concerned.

Responsible, competitive, flexible and can work under minimum supervision.

CERTIFICATIONS & ACHIEVEMENTS

Employee of the month May 2019

Top My Millennium Enroller for the year 2019

Top Tadamon(donation programme for kids from Al Jalila Foundation) collector for the year of 2019

PROFESSIONAL EXPERIENCE

**Dukes The Palm**

Palm, Dubai

**Guest Service Agent**

Feb 2022 till now

* Organize, confirm, process and consult all check-ins/check-outs, room reservations, requests, changes and cancellations.
* Secure payment; verify and adjust billing.
* Run and review daily reports/logs.
* Process all payment types, adjustment vouchers, paid-outs, correction vouchers.
* Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
* Allocate rooms to expected arrivals after checking the guests’ preferences and special requests.
* Ensure outstanding customer care at all times.
* Build strong relationships and liaise with all the departments specially housekeeping, reservations, accounts etc.

**Millennium Airport Hotel**

Al Garhoud Rd. Dubai, UAE

**Receptionist**

November 2018 - November 2021

* Greetings guest upon arrival and making them feel welcomed.
* Administering check-ins and check-outs.
* Assigning rooms for VIP’s and communicating with other department for arrangements to welcome.
* Delivering mail and messages.
* Processing guest payments.
* Maintain guest credit limit as per company standards.
* Being a source of information to guests on various matters such as transportation and restaurant advice.
* Attending guest complain and diffusing conflict or tense situation with the guest.



**Marrybrown Restaurant**

Dubai, UAE

**Cashier**

November 2017 – August 2018

* Communicate with customers to resolve complaints or ensure satisfaction.
* Process customer bills or payments
* Take customer orders.
* Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.

DECLARATION

*I hereby certify that the above information mention is true and correct to the best of my knowledge.*

**NISHA GURUNG**



**Creative Skills Pvt. Ltd.**

Kathmandu, Nepal

**Database / Operator**

April 2016 – June 2017

* Day to day management of database system
* Analysis the data abstracted from the field.
* Preparation different reports as per the clients of the company
* Documentation of skill test forms and information
* Preparation of certificate of participants after skill test
* Progress report preparation and submission to clients, supervisors as per need.
* Timely orientation to field staffs on database system and exact set of information required for data entry.

EDUCATIONAL QUALIFACATION

S.L.C Board of Nepal

H.S.E.B Board of Nepal

PERSONAL INFORMATION:

Nationality : Nepali

Date of Birth : 17th June 1995

Gender : Female

Marital Status : Single

Religion : Hindu

Language : English, Hindi & Nepali

Passport nos. : 08919920

Visa Status : Employment Visa