



Jenith Freeda Barboza

E-mail: jenithbarboza28@gmail.com

Mobile No.: 0585896035

CAREER OBJECTIVE

To serve the organization at my best and seek good position in a growing organization that will help me to utilize my skills. Being ambitious and hardworking, I am looking forward to challenge my potential and be worthy of management's trust and confidence.

ACADEMIC CREDENTIALS

- Master of Business Administration (MBA) Sikkim Manipal University, Manipal – 71% Distinction.
- Bachelor of Arts (B. A) Gandhi Memorial College, Udupi, Karnataka State – 72.33% Distinction.
- 12th St. Mary's P U College, Shirva, Udupi, Karnataka State – 92%.
- SSLC St. John's Academy, Udupi, Karnataka State – 76.16%.
- Diploma in Fire & Safety Engg., MIFSE, Karnataka State – 92.40%.

ACHIEVEMENTS

- First Rank in 12th (Udupi District)
- First Place in Diploma in Fire & Safety Engineering
- Served as a Class Representative for 2 Years, @ St. Mary's PU College, Shirva.
- Participated in State Level NSS Camps.

WORK EXPERIENCE:

Company: Avani Deira Dubai Hotel

From: October 2019 till present

Position: Reservations Agent

- Making reservations for guests based on their various requirements, selling and promoting reservation services.
- Answering queries of the guests about the reservation process.
- Checking the availability of rooms and assisting the guest to book the room.
- Processing the payments and sending confirmation details to guests.
- Ensure internal and external calls pleasantly and professional manner and transfer calls to concern departments.
- Preparing morning reports, pickup reports, monthly reports and history forecast reports.
- Coordinate with sales department and update the bookings directed through the travel agents and company bookings.

- Assist to book and block the rooms according to the standards and manage all reservations and discounts.
- Monitor payment requirements, prepare expected arrival list for front office and doing the arrival checks.
- To track the future room availability, help to develop the forecast for room revenue and occupancy.
- Process cancellations and modifications and no-shows and relay information to the front office.
- Check reservations that are directly booked through ORS and updating the booking accordingly.
- Manage all mails from the guest and ensure response and completion of the requests, resolve the traces day to day basis.

Company: Hotel Madhuvan Serai, Manipal

From: Nov 2015 to August 2019

Position: Front Office cum Admin Assistant

- Greeting, welcoming and escort the guest, delivering guest service and to offer warm welcome to all the guests.
- Check in & Checkout procedures including providing friendly and professional customer service in responding to accommodation requests.
- Answering phone-calls pleasantly with standards, emails and billing and filing of the documents.
- Reservations & room bookings, maintain front office logbook.
- To manage guest complaint in a professional manner, by resolving it and making sure that guest is satisfied.
- Maintain proper petty cash and complete handover between the shifts.
- Updating inventory for online portals.
- Maintain payment and receipt vouchers.
- Preparing monthly statement of accounts of clients.
- Follow up on payments according to credit facility and balances of the travel agents.
- Coordinate with guests and respond to their queries.
- To maintain happy working relationship with all the departments and perform management works.

Company: Janatha Publicity

From: June 2013 to July 2015

Position: Office Assistant

- Answering calls promptly and pleasantly, assure that the appropriate response is made in accordance with standards and procedures.
- Preparing content and designs for website designing, visiting cards and social media.
- Follow up on payments according to balances of the customers.
- Handling and checking for updates in social media and client websites.
- Drafting of mails, filings and checking the published news in newspapers.

IT SKILLS: Windows, MS Word, MS excel, MS Power point, Tally 9, Outlook, Hotel Manager Software and Opera.

EXTRA & CO-CURRICULAR ACTIVITIES:

- Trained under MCE Computer Software Education Tally 9 and Internet.
- Trained under St. John's Academy Computer Basics.
- Trained under MIFSE, Diploma in Fire & Safety Engineering through Mangalore University.

PERSONAL PROFILE:

Gender: Female

DOB: 28-02-1996

Nationality: Indian

Marital Status: Single

Languages known: English, Hindi, Kannada and Konkani

Passport Number: M0279932

Address: Deira Dubai

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge. I assure you that if you give me an opportunity to work in your esteemed organization I would be working hard and sincerely to the best of my ability.

JENITH FREEDA BARBOZA