

VILHOUBINO BEIO

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CAREER OBJECTIVE:

Dedicated and organized team player with more than 4 years of working experience in Customer-Oriented Field looking to apply my interpersonal, communication and relationship building skills at your esteemed organization. Always approachable, cheerful and possessing good observation skills as well as the ability to follow-through diligently with all the assigned tasks.

Very keen to learn and develop my skill and knowledge in a challenging position within an exciting employer.

NOTABLE SKILLS & KEY COMPETENCIES:

- Energetic, enthusiastic, success/result oriented and positive attitude.
- Excellent in English communication both written and verbal.
- Exceptional Customer Service.
- Proven aptitude in problem solving and the ability to follow instructions diligently.
- Can operate independently and or as part of a team.
- The motivation to learn new skills and knowledge.
- Computer Literate with knowledge of computer applications like MS Word, MS Excel, MS PowerPoint, Adobe Photoshop, etc
- Ability to work Under Pressure and Multi-tasking.

WORK EXPERIENCE:

Rayna Tours and Travels LLC, Dubai

April 2019 - Present

I am responsible for determining and proactively figuring out clients' needs and make a suitable travel and tours itinerary and packages, while providing the best customer service and hospitality. Ability to multi task and work under pressure in a busy setting wherein the sole purpose is to expand business and work toward a common goal of providing everlasting product and service to the consumer.

- Understanding and meeting clients need and arranging bookings of tours and activities and Coordinating with fellow colleagues and the service supplier in making sure all itinerary goes smoothly.
- Handling clients' queries through various sources like calls, emails and walk-ins and responding in a timely and professional manner while at the same time making recommendation about my service and products.
- Great interpersonal and soft skills with an eye for achieving sales target.
- Ability to work in a team and Assisting with the local information to the guest about the culture, tradition, means of transportation, food, weather, etc, also requiring me to be updated about current affairs and competitors in the market and conveying the same to the team to generate and enhance maximum sales and revenue.
- Excellent phone handling skills and resolving complaints and guest handling that is required for delivering the highest level of guest satisfaction.

Integral Food Services W.L.L, Hostess, Abu Dhabi

June 2016 – July 2017

Responsible for looking after guests and attending to their needs during their visit while adhering to the highest standard of service. Handled the setup, service and daily operations of restaurant serving an international clientele, local and business travelers.

Duties:

- Greeting and welcoming the guests, receive food and beverage order and serve customer requests to the standard requirement.
- Handling calls, emails and walk-ins for meetings and arranging and selling of food package and service for Parties, Weddings and all kinds of Social gatherings and communicating the details of any prospects with my fellow colleague and my immediate supervisor.
- Building a strong rapport and relationship with the guests while looking after their special needs i.e. dietary requirements, allergies, mobility, etc.
- Full product knowledge of all menu items, making recommendations, answering guest queries in a polite and helpful manners as well as following up with the guest at regular interval.
- Achieving sales by up-selling orders and add-ons/extras to meals.
- Proved the ability to multitask, handle crowds of up to 100 people and excel within a demanding, high-volume setting.

Etech Pvt. Ltd, Customer Service Representative, India

Dec 2012 – Jan 2015

Responsible for acting as a liaison between customer and companies. Assist customers by providing product and service information and answering other queries. Excellent communication skills demonstrated by ability to work with people of diverse backgrounds. Listen to determine needs of customer before offering a solution. Quickly establish rapport with clients.

Duties:

- Provided high volume of customer support via online chat, email and calls and referrals.
- Building strong relationship with existing accounts and providing services when necessary, also providing information on services to new prospectus.
- Assist customers with complaint, assist in trouble shooting, account questioning, and add or remove additional packages on par with the Company's standard and policy.
- Helped in training new hire employee and by taking active participation on floor.
- Handled client emails about daily progress, updates about the process and any modification to the software.
- Responsible for setting the prospectus an appointment with the manager according to their schedule while ensuring that all the details are entered accurately.
- Meeting daily and monthly targets and the requirements and policies of the Company and Maintaining a professional atmosphere and good relation with co-workers, leaders and management.

ACADEMIC CHRONICLES:

- Diploma in Computer Application at Computer Academy, Nagaland, India
- Diploma in Hospitality & Tourism Management at Chinese Institute of Language & Arts.
- High School Graduate from St. Paul Hr. Sec. School, Nagaland, India in the year 2010.
- P.U (Science) from SD. Jain Hr. Sec. School, Nagaland, India in the year 2012.

PERSONAL DETAILS:

Name : Vilhoubino Beio
D.O.B : 30th Jan 1994
Passport No. : N3090966
Visa Status : Employment Visa
Marital Status : Unmarried
Nationality : Indian
Languages Known : English, Hindi, Mother-Tongue
Interest : Travelling, Organizing Events and get-together