



Email: **Karthikaponnutvm@gmail.com**

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## KARTHIKA PULOMAJA

### PERFORMANCE SUMMARY

Highly energetic and analytic minded Customer Relation Executive for 7 plus years' extensive experience. Worked for high profile star rated Hotels. Successful track record of managing Customer relations. Highly self motivated and energetic team player. Like to manage every challenging moment.

### SKILLS & ABILITIES

- Customer Ledger Maintenance
- Microsoft Office
- Customer Relation
- Communication skills.
- Salescustomer service skills.

### PROFESSIONAL EXPERIENCE

#### **Customer Relation officer Team Leader**

**Mahtav Mobile Solution ( Idea Cellular Limited)**

**Trivandrum - INDIA**

**Dates From : 12 - August - 2017 to 30 - June – 2020**

- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
- Submits orders by referring to price lists and product literature.
- Focuses sales efforts by studying existing and potential volume of dealers.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, and merchandising techniques.

#### **Senior Front office Executive**

**The Capital Hotel**

**Trivandrum – India**

**Dates From : 05 – March – 2016 to 30 – June – 2017**

- Manage large amounts of incoming calls
- Review arrival lists to welcome guests
- Attend to special guests (e.g. VIPs) and answer their inquiries
- Help prepare welcome folders with collateral (e.g. room service menus, area descriptions)
- Provide information about amenities, area and venues and promote services
- Anticipate guest needs and build rapport with customers
- Offer assistance with certain tasks (e.g. confirming travel arrangements, taking messages)

### **Assistant Guest Relation Manager**

**Palm Tree heritage Resorts & Ayurvedic Spa**

**Varkala - India**

**Dates From 16 – January -2013 to 29 – February – 2016**

- Ensure that guest check-in and check-out services are done promptly and courteously.
- Ensure that front office staff is available at all the times for customer assistance.
- Provide outstanding services and ensure guest satisfaction.
- Provide direction and guidance to front office staff to meet hotel goals.
- Manage special requests for customers including restaurant reservations, limousine services and car rentals.
- Address guest inquiries and concerns in a timely and professional manner.
- Coordinate with Florist for flower decorations in lobby and rooms.
- Follow and enforce established policies and procedures.
- Make and change room assignments according to guest requirements.
- Monitor and manage expenses within allotted budget.
- Coordinate with Event Coordinator in organizing meetings and specials events as requested by guests.

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### **EDUCATION**

#### **Diploma In travel and Tourism**

**Swasthik School Of Management Studies**

**Trivandrum - India**

#### **Diploma In Hotel Management**

**I – Lead Hotel Management Institute**

**Trivandrum – India**

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### **PERSONAL DETAILS**

<b>Date of birth</b>	<b>: 17.10.1989</b>
<b>Nationality</b>	<b>: Indian</b>
<b>Marital Status</b>	<b>: Single</b>
<b>Languages Known</b>	<b>: English, Malayalam, Hindi</b>
<b>Visa Status</b>	<b>: Visit Visa ( 06 – 04 – 2021 )</b>

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I do hereby declare that the above mentioned details are true to the best of my knowledge and belief.

**Date:**

**Place:**

**You're Sincerely  
Karthika Pulomaja**