



Sayana Thomas

052-4631438

joannthomas@gmail.com

I am a competent and efficient person with experience of administration, customer services, and operations. I am punctual, reliable, and methodical, good at handling variety of tasks efficiently, with strong aptitude for organisation and administration.

EDUCATIONAL QUALIFICATIONS

Bachelor of Social Work (BSW) – IGNOU
Bachelor of Pre Party Program (BPP) – IGNOU

COMPUTER SKILLS& COURSES:

- PRO/ Office Secretary course
- Office Automation, Internet & E-mail, Book Keeping (Principles of Accounting)
- Business Management & Administration
- Public Relation
- Spoken English & Personality Development
- MS Word XP, MS Excel XP, MS PowerPoint

WORK EXPERIENCE

Bis&jurish Legal corporate company (Office Admin) Sep 2019 – Present

- Documentation
- Office coordination
- Follow up with previous guest
- Upcoming events planning
- Monthly calendar preparing

Ramada Chelsea Hotel Receptionist & Customer Care (Front Office) May 2016 – July 2019

- Taking appointments
- Assisting guests
- Selling health club membership
- Booking & Tracking records

Flora Group of Hospitality Receptionist Sept 2015 – April 2016

- Handling Billing
- Handling the reception.

Park Hyatt Goa Beach Resort Receptionist Dec 2013 – August 2015

- Handling Billing
- Handling the reception.

ITC (Kochi, India) Asst. Supervisor – Personal Care Dec 2010 – August 2012



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- Assist all the customers.
- Assists branch Sales works and operations.
- Understanding customers' requirements and give suitable products & services.
- Work as a team for reaching branch targets and making high book size.
- Conduct promotional activities for increasing the volume of sales.
- Finish the assigned works within the TAT

Revlon (Kochi, India)

Asst. Supervisor – Cosmetics

Dec 2008 – August 2009

- Understanding customers' requirements and give suitable products & services.
- Work as a team for reaching branch targets and making high book size.
- Conduct promotional activities for increasing the volume of sales.
- Finish the assigned works within the TAT

LANGUAGE SKILLS

English (Fluent; full proficiency), Tamil, Hindi & Malayalam (Native proficiency)

PERSONAL INFORMATION

Married / Date of Birth: 15th December 1987 / Husband Visa.