

**MAHALAKSHMI.J**

**Address:** Vivek Nagar

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**OBJECTIVE:**

To work in a challenging environment where I can exploit my basic skills and learning’s, so that I can enhance my career prospects in a professional manner.

**EDUCATIONALQUALIFICATION:**

* Higher Secondary Completed from state syllabus.

**PROFESSIONAL QUALIFICATION:**

* One year diploma course in Aviation, Hospitality and Travel Management.
* Basic First Aid Course(FIAT 2010)
* Diploma in Computer Application (Fundamentals, Ms-Dos, Ms-Win, Ms-Office, HTML& Internet).
* Completed Galileo Course.
* Opera.
* Phorest.
* Oracle Training.

**PROFESSIONAL EXPERIENCE:**

**Sales and Customer Service Executive in Routes Car Rental (December 2020 – Present)**

**Social Media Customer Service / Sales in GIVA Jewellery (February 2020 – November 2020 ) .**

* Handling customer escalations.
* Managing customer Orders.
* Proactively taking ownership of customer issues for resolution.
* Collecting customer feedback and presenting it back to Management.
* Converting sales from abandoned cart.

**Spa Manager in Hilton (August 2019 – January 2020 ) .**

* Inform staff of job responsibilities, performance expectations, client service standards, corporate policies and guidelines.
* Assess employee performance and suggest ways to improve work.
* Check spa equipment to ensure proper functioning.
* Inventory products and order new supplies.
* Perform accounting duties, such as recording daily cash flow, preparing bank deposits, generating financial statements.

**Customer Service Executive in Infunity Tamdeen Kuwait (July 2018 – July 2019).**

* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/customer service team sales targets and handling quotas
* Handle customer complaints; provide appropriate solutions and alternatives within the time limits.

**Operations Admin in Bedashing Beauty Lounge Abu Dhabi (May 2017 – Feb 2018).**

* Provide administrative and support services to office staffs.
* Answer phone calls from branches in a professional manner.
* Sort and distribute mails to office staff.
* Draft and review office letters and documents.
* Perform book-keeping and management of office files.
* Maintain business contact database of potential clients and business partners.
* Schedule weekly Branch Head & Operations Meeting.
* Assist in creating and emailing monthly newsletter to clients.
* Issue voucher to marketing as and when required by Marketing and Another team.
* Send Daily, Weekly and Monthly report of the branch performances.

**Receptionist: Bedashing Beauty Lounge Abu Dhabi (November 2016 – May 2017.**

* Ensure and maintain the cleanliness and orderliness of the reception area.
* Ensure communications ethics particularly while talking on the phone with the clients.
* Maintain good customer service.
* Prepare daily report of income and report to Branch Manager.
* Keeping track of the timing of performing a service by technicians.
* Ensure that our telephone, fax and printer are working properly.
* Handling guests’ needs while maintaining a professional and pleasant manner.
* Ensure clients feel welcome when they arrive for their appointments.
* Responsible for the cash sales in salon.
* Promotes and up-sells products and services.
* Explains products, services and treatments to clients and assist them with determining their individual needs.
* Answers calls as well as assist clients who have specific inquiries.
* Follow-up/ check clients’ as per appointments.

**Receptionist: Dubai International Airport Hotel (May 2016-September 2016).**

* Greet, register, and assign rooms to guests.
* Answered telephonic and in-person queries related to hotel services and resolved any issues.
* Processed guests’ check ins and outs.
* Prepared and completed room and restaurant bills.
* Assisted guests’ in storing valuables in secure deposit box.
* Handled payments through cash and credit cards

**Guest Relation Executive: ITC Gardenia (February 2012–March 2016).**

* Welcome guests during check-in and giving a fond farewell to guest while checkout.
* Handling guest complaints and concerns in an efficient and timely manner.
* Overseeing VIP guests, arrivals and departures.
* Have up to date information on daily room occupancy
* Providing excellent customer service as per hotel standards.
* Greeting guests as they enter and exit the hotel.

**Front office &Admin: Networkers Home (August2010– January 2012)**

* Carry out day to day administration of the front office.
* Updating students details in master sheet when information received.
* Receiving and forwarding calls.

**ACHIEVEMENTS**

* Successfully completed the Customer Relationship Management project.
* Successfully completed Galileo exam.

**STRENGTHS**

* Hardworking
* Adaptable
* Friendly
* Good time manager

**LANGUAGES KNOWN**

* English
* Hindi
* Tamil
* Kannada

**PERSONAL DETAILS:**

**FATHER’S NAME :** Mr.Jayasheelan

**DATE OF BIRTH :** 31/10/1991

**PASSPORT DETAILS :** P2777033

**HOBBIES :** Painting

**DECLARATION**

I hereby declare that all the information above is true to the best of my knowledge and belief.

**Date: (MAHALAKSMI.J)**

**Place:**