**SHILPA.C**

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**Mobile:** +91-7829278215

# CAREER OBJECTIVE

I desire to work in an organization where I can witness considerable growth in learning opportunities in my career, thereby contributing to positive outcomes in my career as well as the company.

# EDUCATION

# BBM

Sri Sai satya Narayana degree

College Year 2016

* **Pre-University** Globe pu college

Year 2013

# S S L C

St. Meeras high school

Year 2011

**CAREER REVIEW:**

**Hostess**

**Taj Gateway hotel**

**Bangalore**

**August 2016 - 2017**

**JOB RESPONSIBILITIES:**

Responsible for greeting guests at the Door

The host / hostess seats and presents

Clean menus to guests in a friendly, professional and quick manner

**TAJ M G Road,**

**Bangalore**

**DESIGNATION:** **Guest Service Assistant**

From: JANUARY 2018 to till date

**NATURE OF WORK:** Under this period, gained knowledge about Hotel Industry.

* Handling the EPABX (Electronic Private Automatic Branch exchange) Console.
* Managing user's account in a data base called “Fidelio” such as creation, Modification and deletion.
* Review and update the information during the check in and Checkout Activities.
* Handling customer's Invoice generation and documentation in Fidelio
* Log user's requests and complaints and assign to the right department for follow up

Hand on experience with the ticketing system called PCM.NET to create incidents

Handling the CFS (Customer Feedback System)

* Managing the Board room reservations, mails, faxing, photocopying, internet usage, and video conferencing.
* Welcome visitors/Vendors by greeting them and directing them to the concerned employees
* Monitoring the Customer's request data base and initiate quick responses
* To handle guest enquires, request and complaints in a courteous and efficient manner.

**Reason for change of job:** For better prospectus and to improve my career.

# COMPETENCIES:

# Customer focus

# Communication proficiency

# Organizational skills

# Stress management & composure

# Multitask oriented

# INTERNSHIP

**Adarsh Hamilton Richmond town, Bangalore 560025 Duration:** February 2016 – March 2016

**Department:** HR (human resources)

**Profile:** collecting all the information about the employee

# OTHER DETAILS

# Name Shilpa C

# Father`s Name Chandrakanth

# Date of Birth 20-03-1995

# Nationality Indian

# Religion Hindu

# Sex Female

# Marital Status Single

# Languages Known English, Kannada, Hindi & Telugu

**Address**  #27/B, Sri Hanuman Nilaya, 1st main, 6th cross,

Behind NGEF, Krishnaianapalya, Bangalore: 38

# DECLARATION

The above written particulars are true to the best of my knowledge.

# DATE :

# PLACE: Bangalore

# SHILPA C