**POOJA GUMBHIR**

**SUMMARY**

*An extremely motivated and resourceful, Cabin Crew member, in providing an excellent quality of customer service, showing pride in the service delivered. I am confident in communicating with a wide range of people from different countries. Able to contribute well to any team and communicating with the managers, articulate and have a passion for the work I do. Showing willingness to provide high standards consistently and possesses a good work ethic, prepared to take on various tasks and always doing my best.*

*Looking for an opportunity to progress my career, develop my skills in order for me to continue doing my best for an organization that takes pride in its staff.*

**PROFESSIONAL EXPERIENCE:**

***PIONEER URBAN LAND & INFRASTRUCTURE PVT. LTD.* 26.09.2019 till Now**

***FRONT OFFICE EXECUTIVE*:-**

**1. Welcome Customers**

Greet everyone who enters. Making them comfortable at waiting area by asking them refreshments. Entering there details for example: - from where they have come and to whom they want to meet, maintaining all the record of visitors

**2. Provide Service**

Keeping knowledge of the facility & direct people where to go. Checking out visitors details into the system about their appointments with concerned member.

**3. Answer Phones**

In addition to serving on-site guests, I need to take care of incoming calls. Providing basic help, such as arranging their appointment with any of the senior member of company, and direct other inquiries to the appropriate staff member. Directing calls to desired team by collecting all their information. Handling EPBAX, OMC software.

**4. Help with Security**

Because positioned in the area where people arrive and leave, I am well-stationed to be “eyes and ears” at the facility. Keep tabs on who is coming and going and report anything suspicious. To aid with safety, being in charge of things such as issuing badges, checking IDs, and visiting cards..

**5. General Office Upkeep**

To perform routine clerical and administrative jobs, such as sorting mail, filing, entering data, making pantry monthly requirements and housekeeping monthly requirements, keeping an eye of office cleanliness and hygiene.

**6. Collecting Payment**

Collecting payments against total bills of clients and process payment by running a credit card or verifying a cheque, in case required or conveyed by sales team on their behalf and collecting payments from vendor and giving them their cheques.

**M3M GOLF ESTATE October 2018-03.06.2019**

**Assistant Manager- Membership Department**

* Assist the Guests and coordinating with team for Club events
* Handled almost 200 gathering in one event.
* Managing each and every record of events from the day event starts till the end of the event and making of artwork for particular event.
* Inviting guests, and taking their confirmation for event, welcoming and meeting them personally in the event.
* Handled small to major events like art n craft for kids, mock tail sessions for ladies , birthday parties, musical gala nights and many more
* Coordinating with decorators , creative team , Food n beverage team and all other team members
* Coordinate daily customer service operations.
* Supervise and motivate staff to perform their best.
* Communicate with clients and evaluate their needs.
* Analyze consumer behavior and adjust product positioning.
* Handle complaints from customers.
* Create reports and analyze with the support of senior management.
* Make sure all employees adhere to company’s policies and guidelines.
* Act as our store’s representative and set an example for our staff.
* Managing day-to-day operations of the café too.
* Hire and onboard new waiter staff.
* Maintain updated records of daily, weekly and monthly revenues and expenses.
* Add new menu items based on seasonality and customers’ preferences.
* Advise staff on the best ways to resolve issues with clients and deliver excellent customer service. Ensure all cafe areas are clean and tidy.

**SPICEJET AIRLINES October2013-2018**

**Cabin Crew Member**

* Attending a pre-flight briefing, during which air cabin crew are assigned their working positions for the upcoming flight. Crew are informed of flight details, the schedule, the number of infants on board and if there are passengers with any special requirements, such as diabetic passengers or passengers in wheelchairs.
* Carrying out pre-flight duties, including checking the safety equipment and doing security checks, ensuring the aircraft is clean and tidy and that information in the seat pockets is up to date and all meals, drinks and stock are on board.
* Welcoming passengers on board and directing them to their seats.
* Informing passengers of the aircraft safety procedures and ensuring that all hand luggage is securely stored away.
* Checking all seat belts and galleys are secure prior to take-off.
* Making announcements on behalf of the pilot and answering questions during the flight.
* Serving meals and refreshments.
* Selling duty-free goods and advising passengers of any allowance restrictions in force at their destination.
* Reassuring passengers and ensuring that they follow safety procedures correctly in emergency situations.
* Giving first aid where necessary.
* Ensuring passengers disembark safely at the end of a flight and checking that there is no luggage left in the overhead lockers and no stowaways or suspicious items on board. Completing paperwork, including writing a flight report.

 **INDIGO AIRLINES Februray2012-2013**

 **Crew Member**

* Understand the duties of your assigned position during flight and act your best**.**
* Ensure the satisfaction of passengers by answering questions and offering them assistance**.**
* Check cabin before take-off to ensure compliance to safety regulations**.**
* Welcome travelers on board and help them to their seats when necessary**.**
* Serve food and beverages and sell products.
* Give the “safety” presentation in a well-prepared manner**.**
* Monitor the cabin frequently for the entire duration of the flight**.**
* Adhere to established regulations and procedures**.**
* Remain calm and offer assistance to passengers in the event of an emergency**.**
* Give particular attention to passengers with special needs (children, disabled, elders etc.)**.** Prepare accurate reports concerning any significant issues or happenings**.**

**CERTIFICATION AND TRAINING IN AIRLINES:**

* First Aid
* DGR Training
* AVSEC Training
* Ditching Training
* Fire Drill
* Escape slide Drill
* Medical Checks
* CPR Training

**APPCO GROUP OF INDIA December2011-2012**

 **Management Trainer**

* The Management Trainee will be given diverse and various operational and analytics responsibilities at one or more of the Company’s business units.
* In such capacities, the Management Trainee will interact with both executives and business unit level management and staff.
* Management Trainee’s work and project assignments will be substantive and intended to give him/her an opportunity to make meaningful commercial contributions.
* Oversee and suggest new marketing campaigns, organize selected meeting programs and sales trips, and identify key trade shows and speaking opportunities.
* Sets performance goals and objectives with upper management.
* Monitors performance progress with management and key trainers.
* Receives training in functions and operations of related departments to facilitate subsequent transferability between departments and to provide greater promotional opportunities.

**EDUCATION:**

* Pursuing B.com from Swami Vivekananda Suharto University (Distance Learning),Noida ( 3rd year)
* 12th from Jyoti Model Senior Secondary School, Delhi in 2011.
* 10th from Jyoti Model Senior Secondary School, Delhi in 2009.

 **PERSONAL DETAILS:**

* Date of Birth - 6th November, 1992.
* Languages Known - Hindi and English.
* Address - Sector 54, Sun City, Guru Gram.
* Marital Status - Married.
* Contact Details - 9971020973

 ***DECLARATION STATEMENT***

I hereby declare that the above information is accurate & correct as per my knowledge & concern. For any incorrect or illegal information I will be responsible & answerable.