**Ganesh Natarajan**

N/102, Sharda Vihar, Shakti Complex, Opp.Bilabong School Jankalyan Nagar, Malad West,Mumnai - 4000095

Email ID: [ganeshnatarajan9@gmail.com](mailto:ganeshnatarajan9@gmail.com) **,** Cell: +91-8291854692

### Summary

* **Overall 13+ years**’ experience in hotel Industry

**Objective:**

Looking for a challenging career and looking for an opportunity where I can prove my Managerial skills in technical domain and to continuously acquire new skills in emerging trends in the Industry.

### Certifications & Educational Qualification:

* 2005 - Bachelor in Commerce; Passed with 71% (Ist Class)
* 2002 - HSC Passed with 52% (IInd Class)
* 2000 - SSC Passed with 44% (Pass Class)

# Professional Profile

Current Employer: Working with Capita India Pvt Ltd as Customer Service Executive from June 2016 till date

**Job Responsibilities & Skills:**

1. Attending Customer query via Chat Application.
2. Making sure that the concern is resolved.
3. Maintaining rapport with the customer on chat.
4. Handling escalation chat where the customer is unhappy or disappointed.
5. Migrating customer from Prepay to Post pay.
6. Porting in the customer from other service provider with the help of PAC.
7. Helping the customer on information if they can use the phone in EU Zone and Non EU zone.
8. Maintaining ACL at around 950 every moth.
9. Maintaining Quality at around 80% every month.
10. Maintain VSAT at around 75% every month.

Previous Employer: 2 : Worked with Hotel Novotel

Designation : Laundry Supervisor

Date of employment : May 2012 to May 2016.

Job Responsibilities & Skills:

1. Manage overall daily operations of the Laundry Department
2. Take receipt of stock and ensure safe storage
3. Ensure team members adhere to all Health and Safety Regulations
4. Manage customer service issues quickly and effectively

Previous Employer: 3 : Worked with The Paradise with Tunga

Designation : Laundry Supervisor

Date of employment : Nov 2010 to April 2012.

Job Responsibilities & Skills:

1. Manage overall daily operations of the Laundry Department
2. Maintain cleanliness of the laundry area
3. Train, develop, and appraise the laundry team
4. Ensure par stocks are maintained
5. Manage customer service issues quickly and effectively

Previous Employer: 4 : Worked with The Roa Hotel

Designation : Guest Relationship Executive

Date of employment : May 2008 to Oct 2010.

Job Responsibilities & Skills:

1. Welcome guests during check-in
2. Handling guest complaints and concerns in an efficient and timely manner.
3. Coordinating and multi-tasking job duties in a busy environment.
4. Responsible for ensuring the highest levels of customer satisfaction from their guests on a daily basis

Previous Employer: 5 : Worked with Embee Software (Franchisee of Wipro Infotech)

**Designation** : Helpdesk / IT Executive and Asset Co-ordinator

**Date of employment** :March 2006 to May 2008.

**Client** : HDFC Securities, Surgimedik Healthcare & Cyber Technologies

### Interests and Hobbies

Formula1, Playing Cricket.

# Personal Details

Date of Birth : **29th May 1984**  
Nationality : Indian

Marital Status : Married

Reference : Available on request

Passport Number : R5571055

Date of Issue : 24/10/2017

Date of Expiry : 23/10/2027

Declaration:

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

Yours Sincerely,

**[Ganesh Natarajan]**