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| Ankita Ramteke  Mumbai, MH, 410210  · **9920791667**  Ankitaramteke29@gmail.com · https://www.linkedin.com/in/ankita-ramteke-764950104 · |
| Experienced in hospitality and retail for 2+ years with a BA in Hospitality and Tourism management degree. Strong merchandising background coupled with an exceptional sense of customer service. Broad skills in educating personnel to achieve exceptional levels of customer service building teams and ensuring the achievement of corporate goals. |

# Experience

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| 01/06/2016 – 01/03/2017Housekeeping Assistant, trident bkc mumbai  |  |  |  |  | | --- | --- | --- | --- | |  |  |  | * Assisted guests by providing detailed information and resolving complaints, boosting guest satisfaction scores * Operated steam cleaning equipment and floor care machines to deep clean carpets and sanitize and wax hardwood, tile and linoleum floors. * Established and maintained clean and comfortable environments by performing cleaning duties, including vacuuming, wiping windows, dusting and sanitizing bathrooms. * Organized and restocked housekeeping carts at end of each shift to prepare for next shift. * Replenished room supplies such as drinking glasses, bathroom items, writing supplies and hotel brochures to make guests feel welcome and at home. * Assembled complimentary gift baskets to greet new guests at arrival. * Reported damages, maintenance problems, safety issues and potential hazards to management. * Inspected guest rooms, lobbies and common areas to verify cleanliness and tidiness. * Trained new trainees on all departmental procedures and provided assistance in finding necessary items and cleaning supplies. * Engaged with guests on room requirements and amenities to promote overall satisfaction. * Accepted accountability for all assigned master keys and access cards. |  04/04/2017 – 15/09/2017BUSINESS DEVELOPMENT OFFICER, ITM CORPORATE OFFICE, NERUL NAVI MUMBAI |
| |  |  | | --- | --- | |  | * Set up appointments with interested customers according to schedule availability. * Provided information about available products and services including membership details and purchase advantages. * Established excellent sales ability and strong interpersonal skills with confident and persuasive approach. * Answered questions with knowledgeable responses. * Performed cold calling and outreach to build sales pipeline. |  27/11/2017 – 13/12/2018department manager, godrej natures basket, lower parel, maharashrtra  |  |  |  |  | | --- | --- | --- | --- | |  |  |  | * Maintained up-to-date knowledge of store sales, payment policies and security standards. * Monitored customers for signs of security concerns and escalated issues to management. * Provided accurate information about promotions, customer programs and products, helping drive high customer retention. * Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers. * Opened, shelved and merchandised new products in visually appealing and organized displays for optimal sales promotions. * Greeted customers and helped with product questions, selections, and purchases including in-store and e-service transactions. * Engaged and interacted with customers to create positive shopping experiences and drive revenue growth. * Managed inventory and receiving operations to maintain optimal stock levels and meet expected demands. * Ordered inventory and reported discrepancies to control costs and maintain inventory levels. * Motivating the team at large in the department to perform best an get maximum promoters and by creating a healthy working environment. Ensure store upkeep to be at highest level. * Key contact with suppliers / vendors securing key business agreements. | |

# education

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| |  |  |  | | --- | --- | --- | | Degree | University | Year | | * PGDM in retail management | * NMIMS, Mumbai | * 2020-2022 | | * BA Hospitality | * Queen Margaret University Scotland, UK | * 2013 - 2016 | | * HSC | * Maharashtra Board | * 2010 - 2011 | | * SSC | * Maharashtra Board | * 2008-2009 | |
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# SKILls and certifications

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| * Customer service * Communication and interpersonal skills * MS Office and Tech skills * Team management * Supervision. * Product and Service sales | * Soft Skills- Career edge knockdown the lockdown (tata consultancy services) * Digital Marketing- Learnmall.in * Digital Skills Retail- Accenture |
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