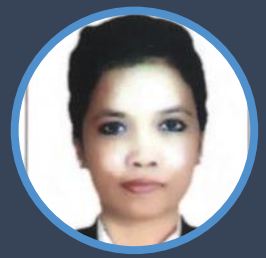


# Ankita Ramteke

## Professional Title

Experienced hospitality worker (2+ years) with a BA in Hospitality Management. 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.



✉ ankitaramteke29@gmail.com

📞 9920791667

📍 : A-402 ARM ENCLAVE, Sector-7, plot no-11, kharghar, India

📅 18 January, 1993

## WORK EXPERIENCE

### Housekeeping Assistant TRIDENT BKC

06/2016 – 01/2017

#### Achievements/Tasks

- Responsible for the general cleanliness of all assigned work areas.
- Performed cleaning duties to maintain hotel rooms in a clean and orderly manner including common areas and the preparation of vacant rooms
- Made beds replenishing linens cleaning bathrooms vacuuming halls dusting and mopping.
- Checked all vacant rooms daily to keep fresh.
- Disposed of trash waste and other disposable material.
- Maintained all equipment used in completion of housekeeping duties

### Business development officer ITM Corporate office

04/2017 – 10/2017

### Department Manager Natures Basket

11/2017 – 12/2018

india

#### Achievements/Tasks

- Handled various shifts, responsible for the upkeep and maintenance of an allocated area.
- Responsible for customer interaction, their comfort and dealing with customer complaints and making sure that it is resolved.
- Responsible for my team's core technical and behavioral training, growth and welfare.
- Manage merchandise selection window displays and stocking working directly with vendors.
- Motivating the team at large in the department to perform best and 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

### BA-IHTM ITM-IHTM

2013 – 2016

INDIA

## SKILLS

§ SAP Software Handling and Budgeting. POS system

GRN update Microsoft Office Customer service

Basic Knowledge of Computers and Skills to operate Opera

Loss prevention and shrinkage Inventory management

Weekly audit

## INDUSTRIAL TRAINING

### SOFITEL BKC

Internship completed with a very good experience and exposure to the industry) In all major department – • Food production • Food and Beverage • Front Office • Housekeeping

### TAJ MAHAL PALACE

Banquets.

## LANGUAGES

ENGLISH  
Native or Bilingual Proficiency

HINDI  
Native or Bilingual Proficiency

MARATHI  
Native or Bilingual Proficiency

## INTERESTS

Listening to music.

Dancing. participated in all dance competition in schools and colleges. also took part in college events.

Reading