

RESUME

MOHAN THAPA

Contact No.: +918258995751,

Email Id: reyonthapa@gmail.com

mohan.thapa01@outlook.com



CAREER OBJECTIVE

- ❖ TO BUILD MY CAREER WITH THE DYNAMIC AND PROFESSIONALLY MANAGED ORGANIZATION THAT WILL PROVIDES ME OPPORTUNITY TO GROW PROFESSIONALLY AND WHERE I CAN PUT MY KNOWLEDGE AND SKILLS FOR ACHIEVING, ORGANIZATIONAL AS WELL AS PERSONAL GOALS.

PROFESSIONAL QUALIFICATION WITH DUTIES AND RESPONSIBILITIES

- > WORKED WITH COURTYARD BY MARRIOTT, AS GUEST SERVICE ASSOCIATE CHENNAI FROM 2013-2015,
DUTIES AND REPONSIBILITIES - HANDLING CALLS, ASSISTING GUEST FOR THEIR QUERIES AND DO IRC, NIGHT AUDITING, CASH HANDLING, RESERVATIONS, CHECK IN, CHECK OUT, ASSISTING GUEST FROM LOBBY TO ROOM, HANDLING DAY TO DAY FRONT OFFICE OPERATIONS.
- > WORKED WITH I.C.A.R, N.B.P.G.R, SHILLONG AS OFFICE ASSISTANT CUM MULTITASKING STAFF FROM JAN'2016 TILL JAN'2017.
DUTIES AND RESPONSIBILITIES- COLLECTING DATA FROM CULTIVATED FIELD AND RECORD ALL DATA IN WORD OR EXCEL, GIVING ALL DATA OF CROP TO SCIENTIST.
- > WORKED WITH MOTIF INFOTECH INDIA PVT. LTD. FROM APRIL 2017 - OCT 2017.
DUTIES AND RESPONSIBILITIES - INVESTIGATE ALL FRAUD ONLINE, ASSIST THE GUEST OR HOST BY MAILING THEM REGARDING THEIR ACCOUNT.
- > WORKED WITH COURTYARD BY MARRIOTT AHMEDABAD AS FRONT OFFICE ASSOCIATE SINCE FEBRUARY 2018 TILL JANUARY 2019.
DUTIES AND RESPONSIBILITIES - ENSURE OUTSTANDING CUSTOMER CARE AT ALL TIMES, COURTEOUSLY AND ACCURATELY ANSWER INQUIRIES FROM POTENTIAL GUESTS, ACCEPT RESERVATIONS, HANDLE CASHIER DESK AND CONCIERGE DESK, ENSURE ALL DAY TO DAY PROCESS SHOULD BE MAINTAIN PROPERLY, RESOLVE GUEST QUERIES AND COMPLAINS.
- > WORKED WITH NOVOTEL AHMEDABAD AS TEAM LEADER-FRONT OFFICE SINCE JANUARY 2019 TILL MAY 2019.
DUTIES AND RESPONSIBILITIES - ENSURE OUTSTANDING CUSTOMER CARE AT ALL TIMES, MAKE ASSOCIATE TO ATTEND BRIEFINGS AND TRAININGS, PRE ARRIVAL REPORT TO MAKE AND ENSURE THAT ALL VIP'S ARE MARKED ACCORDINGLY, CHECK IN AND CHECK OUT, ANSWER INQUIRIES FROM GUESTS, ACCEPT RESERVATIONS, HANDLE CASHIER DESK AND CONCIERGE DESK, ENSURE ALL DAY TO DAY PROCESS SHOULD

BE MAINTAIN PROPERLY, NIGHT AUDIT, REPORTS OF ALL PICK UP AND DROP REQUEST AS PER SAY TO DAY REQUIREMENT, WEEKLY PROCESS OF POINTS FOR GUESTS WHO HAVE NOT CREDITED WITH POINTS, RESOLVE GUEST QUERIES AND COMPLAINS, BLOCKING OF ROOMS OF CREW MEMBERS AND VIP ACCORDING TO THEIR PREFERENCES, TRAINING OF ASSOCIATES REGARDING LOYALTY PROGRAMS OF ACCOR GROUP.

ACADEMIC QUALIFICATION

SR NO.	CLASS	Y E A R	BOARD/ UNIVERSITY	PERCENTAGE
1	10 th	2007	M.B.O.S.E, RILBONG P.N CHOUDHARY H.S. SCHOOL	43.15%
2	12 th	2011	M.B.O.S.E, RAID LABAN COLLEGE	41.20%
3	DIPLOMA	2012	P.T.U, JETTWINGS	88.00%

INDUSTRIAL TRAINING

DURATION - 1 MONTH

TRAINING IN FIRE AND SAFETY.

ACHIEVEMENTS

- ❖ ASSOCIATE OF THE MONTH ON MAY, 2014 IN COURTYARD BY MARRIOTT, CHENNAI.
- ❖ ASSOCIATE OF THE MONTH ON JUNE, 2015 IN IN COURTYARD BY MARRIOTT, CHENNAI.
- ❖ HIGHEST UPSSELL OF THE MONTH JULY, 2015 IN COURTYARD BY MARRIOTT, CHENNAI.
- ❖ GUEST VOICE CHAMP (MARRIOTT) ON FEBRUARY, MARCH, APRIL 2015 IN COURTYARD BY MARRIOTT, CHENNAI.
- ❖ ENROLLED IN EDP (EXECUTIVE DEVELOPMENT PROGRAM) AT COURTYARD BY MARRIOTT, AHMEDABAD.

SOFTWARE SKILL

- ❖ BASIC KNOWLEDGE OF COMPUTER & INTERNET,
- ❖ M.S. OFFICE,
- ❖ PHOTOSHOP,

- ❖ TALLY UPTO 9.0,
- ❖ DIPLOMA IN COMPUTERS,
- ❖ HINDI SHUSHA (DIPLOMA),
- ❖ OPERA - HOTEL OPERATIONS SOFTWARE.

PROJECTS

1. PROJECT IN DIPLOMA-STUDENT INFORMATION IN TALLY UPTO 9.0,
2. PROJECTS ON IGNOU BACHELORS IN TOURISM AND TRAINING INDUSTRIES (BTS) AND SYNOPSIS.

PERSONAL STRENGTH

- ❖ SMART WORKING, CONFIDENT, RESPONSIBLE & EVERY TIME WANT TO GAIN SOMETHING.
- ❖ ABLE TO WORK EFFICIENTLY IN A TEAM AS WELL AS INDIVIDUALLY.
- ❖ HARD WORKINGS, ADAPTABILITY, FAITH IN MY ABILITY ARE MY STRENGTHS.
- ❖ CAN PUT MY KNOWLEDGE AND SKILLS FOR ACHIEVING.

HOBBIES

- ❖ INTERNET SURFING,
- ❖ LISTENING MUSIC, SINGING
- ❖ PLAYING & WATCHING CRICKET, BASKETBALL, FOOTBALL,
- ❖ PLAYING GUITARS,
- ❖ READING BOOKS AND MAGAZINE.

PERSONAL DETAIL

Father's Name : SHRI. DHAN BAHADUR THAPA

Mother's Name : SMT. SABITRI THAPA

Date of Birth : 13.04.1991

Marital Status : SINGLE

Gender : MALE

Nationality : INDIAN

Permanent Address : C/O DEEPAK NONGSIEJ, NEW KENCH'S TRACE,
BISHNUPUR, SHILLONG-793004, MEGHALAYA,
INDIA

Languages Known : ENGLISH, NEPALI, HINDI, BENGALI, & KHASI

DECLARATION

❖ I HEREBY DECLARE THAT THE ABOVE PARTICULARS ARE TRUE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Date: 08/07/2019

MOHAN THAPA
SIGNATURE