RESUME



VIVEK.J

157/A Poornima Vihar,

Near Rohini Theatre,

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CAREER OBJECTIVE:

To hone my working abilities serve my fellowmen with sincerity and loyalty and explore possibilities for the betterment of my future in the service of god.

PROFILE:

* Able to work independently and in a team work in multicultural environment.
* Quick learner, mature, dedicated quality oriented, responsible and reliable.
* Quick and efficient with good listening and adaptation skills.
* Attentive to detail and quality of work.

DUTIES AND RESPONSIBILITIES:

* Maintains working relationships and communicates with all departments.
* Maintains master key control.
* Resolves guest problems quickly, efficiently, and courteously.
* Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel.
* Work within the allocated budget for the front office.
* Conduct regularly scheduled meetings of front office personnel
* Prepare revenue and occupancy forecast.
* Monitor all V.I.P’s special guests and requests.
* Banquet bookings, group bookings, MICE and OTA bookings.

EDUCATIONAL SUMMARY:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| NAME OF  THE COURSE | NAME OF THE  INSTITUTION | BOARD/  UNIVERSITY | YEAR OF  PASSING | PERCENTAGE |
| BCA | SNMV College of Arts and Science. | Bharathiyar  University. | 2012 | 60% |
| HSC | St.Joseph’s Hr. Sec.School  Ooty | State Board | 2008 | 75% |
| SSLC | Kendriya  Vidyalaya  Ooty | State Board | 2006 | 60% |

WORK EXPERIENCE:

* 1 year experience as Front Office Assistant at Sterling Holidays Resort India Ltd Ooty

from April 2013 to April 2014. (Check in, Check out, Room Reservations,

Calls Handling.)

* 1 year experience as Front Office Supervisor at Mahindra Holidays Resort India Ltd

Pondicherry from April 2014 to May 2015. (Night Audit, Cash Handling, Reservations, Guest Relations)

* 06 months experience as Front Office Executive at Sivaraj Holiday Inn Salem from June 2015 to December 2015. (Night MOD, Duty Allocation, Room Allocation,

Guest Relations, Extranet, Online Reservations, Co-ordination with other departments)

* 1 year and 3 months experience as Asst. Front Office Manager at Ideal Beach Resort Mahabalipuram from January 2016 to April 2017 (Guest Relation, Duty Allocation, Team Handling, Reservations, Travel Agents Booking, Extranet, Month End Reports and Training.)
* At present working as Front Office Manager at Quality Inn Palms (Choice International Groups of Hotels) Gujarat from April 2017 (Operations, Guest Relation, Duty Allocation, Team Handling, Reservations, Travel Agents Booking, Extranet, Month End Reports and Training, Train the Trainer.)

FIELD OF INTEREST:

* Operating system
* Programming languages
* Hospitality Industry
* Guest Relation.
* Cooking.
* Reservations.
* Extranet.

COMPUTER SKILLS:

Operating skills : Windows xp, 2000, 98, 7, vista, windows 8

Software/Applications: Ms Office XP, MS office 2000,Ms access, Ms excel,

Internet explorer, SQL server, VB 6.0.

Languages : c, c++, java.

Other skills : HTML and XML.

Hotel Software : Wish Express, Win HMS, IDS, Opera.

PERSONAL TRAITS:

Fathers Name : P.Jayanthilal

Mothers Name : L.Prabhavathi

Date of Birth : 02-12-1990

Sex : Male

Maritial Status : Single

Religion / Nationality : Hindu / Indian

Languages known : English, Tamil, Hindi, Malayalam and Kanada.

DECLARATION

I hereby conclude that above mentioned details are true to the best of my knowledge and belief.

Date: Signature

Place: (VIVEK.J)