## POONAM BISHT

## 

## PERSONAL DETAILS

**Residential Address:** H. No. 1879, Sec – 23 A, N.I.T. Faridabad, Haryana, 121004

**Mobile:** 9646815939

**Date of Birth:** 04th July 1995

**Nationality:** Indian

**E-mail:** bishtpoonam14@gmail.com

## CAREER OBJECTIVE

Looking for a position where I can employ my front desk experience in order to interact with customers and create positive impressions.

**QUALIFICATIONS**

B.Sc. in Hotel and Hospitality Administration from C.T. Group of Institutions

**2014 -2017**

**EDUCATION**

* Intermediate affiliated to C.B.S.E. in year 2014 scoring First Division.
* High School affiliated to C.B.S.E. in year 2012 scoring First Division.

**Professional Summary**

## Attentive Front Office Associate providing exceptional customer service through diligent management. Adept at encouraging more business through meaningful engagement and a commitment to manage guest and client relations. Committed to maintain a positive attitude while delegating front office duties to ensure smooth operations.

**WORK EXPERIENCE**

### VIVANTA BY TAJ SURAJKUND 2019 — Present

**Front Office Associate**

* Performing check-in and check-out activities.
* Training subordinates and conducting briefing sessions daily
* Sorting incoming and outgoing mails and forwarding them as appropriate
* Handling guest complaints and requests in a professional manner.
* Coordinating group arrivals and departures in a timely fashion
* Handling daily petty cash, negotiation with vendors, and administration duties
* Arranging accommodations in overbooked situations
* Coordinating special billing arrangements and requests

### ITC WELCOME HOTEL, COIMBATORE July 2017 – June 2018

**Guest Service Associate**

* Responded effectively to high volume customer service related telephone calls
* Created welcoming office environment through delightful correspondence, upon patient arrival and dismissal
* Diligent in coordinating patient appointments and confirmations to ensure uninterrupted services
* Liaised with resort guests to create goodwill

### TAJ RAMBAGH PALACE, JAIPUR Dec 2015 — Apr 2016

**Industrial Trainee**

* Assisted in executing daily administrative duties
* Coordinated with guests, collected feedback, and provided recommendation to the management
* Handled complaints from guests diplomatically
* Directed visitors and provided customized services to guests & managed guest relation activities.
* Data entry duties depending on the task set

**Achievements**

* First position in Adhayay Event organized by CTIHM in March 2015.
* Participated in dancing competition in School.

**Other Skills**

* Outstanding front office clerical abilities including typing and answering phones
* Familiar with all MS Office applications including Word and Excel
* Sound ability to resolve client or guest issues in a timely courteous manner
* Excellent relationship-building and communications skills
* Strong time management skills
* Ability to work varying shifts

**Strenghts**

* Good leadership & Communication skills.
* Ability to work hard and smart and learn quickly on the job.
* Ability to coordinate efficiently with different teams.
* Work effectively with subject experts.
* Proactive.

**DECLARATION:** I hereby declare that the above written particulars are true to best of my knowledge and beliefs.

**(POONAM BISHT)**