

Mauvin Fernandes

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Personal Information

Date of Birth: 15th April 1993

Marital Status: Single

Nationality: Indian

Driving Licence No. 930412877

Passport No: K3684789

Academic profile

- **B.Sc. in Hospitality & Hotel Administration (B.Sc. H & HA)** at Institute of Hotel Management, Catering Technology and Applied Nutrition, **IHM Mumbai NCHMCT & IGNOU** (2012– 2015)
- The New Indian School, Isa Town, Bahrain, **HSC (C.B.S.E affiliated)** 1st class – Completed in 2012
- The New Indian School, Isa Town, Bahrain, **SSC (C.B.S.E affiliated)** 1st class – Completed in 2010

Work Experience

1. Elite Seef Residence & Hotel/ Elite Tower (Front office associate)

(From 5th September 2018 to till date)

- Provide courteous service to guests and be cordial to all team members
- Handles hotel reservations (individuals, groups, corporate, travel agencies, etc.). Reservation confirmation, cancellations, amendment and room allocations/blocking.
- Perform cashier related functions like posting charges to guest accounts , bill/ invoice settlement, posting paid outs, foreign currency exchanges, etc.
- Uses proper telephone etiquettes.
- Aware of all fire safety and emergency procedures.
- Works closely with housekeeping department and other related departments for the smooth functioning of operations
- Maintains the cleanliness of the front desk area.

2. Tech Pac W.L.L (Administrator) (From 2nd November 2017 to October 2018)

- Handling the process of import and export in terms of preparing documents, coordinating with the clearing agents & drivers.
- Assisting in daily office needs and managing the company's general administrative activities
- Strategic sourcing & maintaining stock inventory
- Updating and maintaining company's policies and procedures
- Planning & organising meetings and scheduling appointments for the directors
- Maintaining records and entering data for all the day to day expenses and invoices.

3. Foodlink- Almoayyed International Group (Sales Executive)

(From April 2017 to October 2017)

- Maintaining customer relationship by providing constant support, information, guidance and recommending new opportunities
- Attaining new customers by establishing contact and developing relationships with prospects
- Analysing the market demand and thereby preparing a report to help the organisation to understand the needs of target customer better

4. Majestic Arjaan Rotana Hotel- Rotana Hotel Management Corp.

(Food & Beverage assistant) (From May 2016 to February 2017)

- Taking food & beverage orders and preparing bills using MICROS system
- Assuring customer satisfaction, providing quality food and excellent services in the hotel
- Ensuring the food safety standards (HACCP) are maintained & followed.

Industrial Training

- Completed 17 weeks of industrial training at **Holiday Inn Mumbai International Airport** (from 21/01/2014 to 19/05/2014)
- Part of the Kitchen department during the Indian street food festival 'Zhakas' at **Holiday Inn Mumbai**
- Completed 4 weeks of industrial training in food & beverage department at **Sheraton Hotel, Bahrain** (from 26/6/2012 to 26/7/2012)
- Part of the food service team for '**Chaine Des Rotisseurs**' event at Sheraton Hotel, Bahrain
- Carried out food & beverage services for Royal delegates like the King of Bahrain, Prime minister and other foreign ministers at **Al-Sakhir Royal Palace** in Bahrain

Certification, Achievements & Extracurricular activities

- Certified Practitioner in Neuro Linguistic Programming (NLP) by Dr. David John Lincoln, Goa, January 2016
- Achieved HACCP certification in Rotana Downtown, Manama, Bahrain
- Achieved certification for fire & safety training in Trident Bandra Kurla- Oberoi Hotels & resorts, Mumbai
- Achieved certification for food safety and hygiene programme at Majestic Arjaan Rotana, Bahrain
- Participated in Intra-College Football Tournament, IHM Mumbai, 2012-2013
- Participated in Inter-School Football Tournament, Bahrain, 2010-2011

Linguistic Proficiency:

English, Hindi & Konkani

Computer Literacy

- Opera (Property Management System)
- IDS (Property Management System)
- Micros System
- Microsoft Office(Word, PowerPoint and Excel)

References

Available upon request