



CHARLOTTE

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| **P E R S O N A L**  **P R O F I L E**  To join an organization that will give me  many challenging opportunities, enrich  my competency and to gain more  knowledge from my job so as to excel in  my work and contribute towards the  valuable growth of my organization. | **S K I L L S**   * Exceptional communication and Interpersonal skills * Successful working in a team environment, as well as independently * The ability to work under pressure and multi-task * The ability to follow instructions and deliver quality results |
| **C O N T A C T**  Location,address,position,linear icon PNG and Clipart | Home icon ...Email Icon Black Simple transparent PNG - StickPNGFlat No.24, Bldg.No.192, Road No.330, Block No.301; Manama. (Near AMH )  [shalanithyanandam@gmail.com](mailto:shalanithyanandam@gmail.com)  Outlined Phone Icon transparent PNG - StickPNG  Mob: +973 35564277  **E D U C A T I O N**  **Bachelor in Commerce [F&A]**  Pune University 2010.  **Diploma in Aviation Hospitality and Travel Management**  Frankfinn Institute of Air hostess Training Pune 2007 | **W O R K E X P E R I E N C E**  **Gulf Pearl Hotel**  **Sales and Marketing Executive**  11TH AUGUST 2019 – CURRENT   * Visit Various Companies and Represent the Hotel and its facilities and provide best contractual rates * Send Contracts to various companies as per the discussions during meeting. * Follow up with the companies for any upcoming business. * Make bookings and arrangements prior to guest Check In. * Send reservation conformation * Follow up with companies in case of any pending payments. * Maintain a daily sales report and send to the General Manager. * Post check-out payment   **House of Travel**  **Reservations Agent**  1ST APRIL 2019 - 8TH JUNE 2019   * Hotel Booking/Reservations * Handling queries related to Reservation/ Booking. * Preparing packages based on client enquiry.   **Mathias Tourism WLL**  **Tourism Specialist**  15TH SEPTEMBER 2018 - 31 MARCH 2019   * Handling emails from the tour operators for Hotel * Booking/Reservations, Guest Transfer arrangements * Preparing Arrival/ Departure Lists date wise for Tourist. * Handling queries related to Reservation/ Booking * Complaint handling of the tourist during and post stay at the hotels. * Preparing invoice and send it to tour operators |
|  | **Sahara Star Mumbai**  **GRE**  01ST OCTOBER 2016 - 10TH SEPTEMBER 2018   * Managing Check in / check out * In room check in for VIP guests * Allotting rooms as per the guest’s preferences. * Checking the room thoroughly prior to guest check in * Checking arrivals lists on a daily basis. * Placing VIP amenities in the room. * Giving courtesy calls to the guest in house asking about the comfort. * Perform basic cashier activities as and when required |
| **P E R S O N A L P R O F I L E**  **Date of Birth : 6TH October, 1989 Nationality : Indian**  **Languages Known : English, Hindi, Marathi and Tamil.**  **Passport No. : K1786549** | **Electrolux Cleaning and Maintenance LLC Abu Dhabi** **House Keeping Supervisor**  16TH SEPTEMBER 2014 - AUGUST 2016   * Assigning jobs to cleanersTaking daily briefing, * checking grooming for cleaners * Assigning monthly * schedules area wise, Updating Roster and Salary Calculation * Coordinating with the Management to arrange transfers * ite inspection   **Vivanta By Taj President Cuffe Parade Mumbai**  **Front Office Associate**  11TH NOVEMBER 2013 - 13TH SEPTEMBER 2014   * Check in / Checkout, In room check in for VIP guests * Checking the room prior to guest arrival. * Allotting room as per guest preference keeping in mind repeated guests and VIP guests * Handling room reservation and taking care of all the needs of the in-house guests. * Taking care of in- house guests requirements * Booking of conference rooms and providing quotation for the same * Assisting the Business Center Associates during conferences in order to make sure the everything is carried on smoothly |
|  | **Capita India Pvt.Ltd Magarpatta Pune**  **Customer Service Executive**  23RD JULY 2012 - 8TH NOVEMBER 2013   * Handling various policies & policy holders requests for changing address, servicing agents * Providing client with their plan details, Claims, Retirement |
|  | **Taj Connemara Chennai**  **Front Office Associate**  10 JUNE 2008 - 30 NOVEMBER 2008   * Attending in-house & outside guest calls & directing them to concerned departments * Giving in- house guest wake up calls. * Handling room reservation and taking care of all the needs of the in-house guests. * Host Traditional Welcoming (Aarti Teeka) to VIP/overseas guests * Assisting guests with the amenities of the hotel and room during their stay. * Handling reservations at the hotel’s Restaurant for in-house guests. * Generating reports for nightshifts on a daily basis. |