

CURRICULUM VITAE

POOJA MISHRA
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**POST APPLIED FOR: Receptionist****OBJECTIVE:**

Seeking a career opportunity to work with a reputed organization, where my academic knowledge and work experience can be utilized and to gain new heights in my professional life.

PERSONAL DETAILS:

Nationality	:	India
Date of Birth	:	17/08/1995
Marital Status	:	Single
Religion	:	Hindu
Sex	:	Female
Languages Known	:	English, Hindi & Nepali

EDUCATIONAL QUALIFICATION:

- ❖ Graduated on BA. English from A.D.R.S college, New Delhi in 2017.
- ❖ +2 Passed in 2014 From New Delhi.

WORK EXPERIENCE:

- ❖ **Front Desk Agent at Emirates Grand Hotel Apartments. - 4 Star March 11, 2020 till Present. Sheikh Zayed Road Dubai, UAE**
 - Responsible for handling cash, credit card and debit card ensure that it is tally at the end of the shift.
 - Assist or fulfill all reasonable requests from the guest to ensure their comfort, safety and satisfaction.
 - Respond to guest needs and anticipate their unstated one.
 - To be able to communicate well with people of all levels and ensure excellent service at all times.
 - Welcome guests or visitors by greeting them in person on the telephone and answering or referring inquiries.
 - Updating guest profile upon check- in.
 - Checking all arrival guests, allocating the room as per guest request and checking the rate as per given details below.
 - Maintains continuity among work teams by documenting and communicating actions, irregularities and continuing needs.
- ❖ **Front Desk Agent at Palm Beach Hotel- 3 Star May 2018 – Sep, 2019. Bur Dubai, UAE.**
- ❖ Worked as a Sales Girl in HDFC Bank in Kalkaji, India for 6 Months.

KEY SKILLS & KNOWLEDGE:

- Good Communication skills.
- Ability to adapt to new environments and willingness to learn.
- Hardworking, loyal and honest.
- Effective Interpersonal Communication and Initiatives.
- Ability to Adapt to New System Upgrades Easily.
- Performance Oriented and Hard Working.
- Resourceful and Believes in Continuous Learning and Improvement.
- Fluent English.
- Self-motivate, aggressive and ambitious with a strong desire to succeed & make successful.

SKILLS:

- Microsoft Office (Word/Excel)
- IDS, Fortune Next 6.5 Software used
- Opera PMS version 5.5 software using

PERSONAL INTERESTS:

- Music
- Reading (Cocktails books, Lifestyle)
- Internet

I hereby declare that the above-mentioned information is true and correct to the best of my knowledge and belief.

Date:

POOJA MISHRA