



Amrutha Anilkumar

Date of birth: 12/05/1999 | **Nationality:** Indian | **Gender:** Female | **Phone number:** (+971) 0569234273 (Mobile) | **Email address:** amrutha120513@gmail.com | **Address:** sharjah, 22436, United Arab Emirates (Home)

ABOUT ME

To work in a potential Platform, where I can merge my practical and theoretical skills in my field and contribute to the growth of the organization. To work with committed and dedicated people which will help me to explore myself fully and realize my potential. Takes on challenging new role harnessing interpersonal skills, collaboration and problem-solving. Organized HR professional versed in monitoring employee wellness and satisfaction. .

WORK EXPERIENCE

14/01/2022 – 25/12/2023 Calicut, India
HR EXECUTIVE KPM TRIPENTA HOTEL

- Managed the hiring processes within the company, dealing with matters including writing adverts, reviewing CVs, interviewing and selecting candidates.
- Provided support to employees with various HR-related issues and liaised with heads of department to find resolutions.
- Supervised staff recruitment, interviewing, selecting and onboarding.
- Trained and coached new employees when onboarding on matters such as company rules, regulations and safety standards..
- Communicated with employees on account updates, benefit and pension payments via email and phone.
- Assisted accountants with payroll processes by providing reports on employee absences, holiday and bonuses.
- Liaised with employment agencies to arrange interviews and secure quality employees.
- Recorded minutes for HR meetings and documented discussions in employee reviews to avoid miscommunications.
- Handled queries and managed support of service tickets via telephone, face-to-face meetings and emails.

20/12/2020 – 14/01/2022 Calicut, India
GUEST RELATION EXECUTIVE KPM TRIPENTA HOTEL

- Handled guest queries effectively and efficiently, offering expert advice on services and facilities.
- Greeted guests warmly and courteously, demonstrating first-class, professional hotel values for positive customer experiences.
- Arranged celebration and special occasion additions to guest rooms, including flowers, gifts and champagne.
- Received customer luggage, arranging porters to transport safely and promptly to allocated rooms.
- Provided full hotel and facility tours, providing guests with maps and directing back to reception for further assistance.
- Monitored guest feedback to continually seek improved operations and processes for optimized customer satisfaction.
- Kept reception and lobby areas immaculately clean and tidy, delivering world-class first impressions.
- Managed customer reservation processes, seeking best-available rooms and prices to meet exact guest requirements.
- Helped visitors feel comfortable and valued by offering support and beverages when required.
- Coordinated and allocated tasks of housekeeping team daily.

03/12/2019 – 18/12/2020 Kochi, India
AIRLINE TICKETING EXECUTIVE FLYWINGZ DESTINATIONS

- Planned and coordinated all travel for clients based on budgets, departure times and travel needs.
- Organised all holiday matters from beginning to end, including booking tickets and accommodation and securing rental transportation.
- Handled travel arrangements for groups, couples, executives and special needs clients.
- Developed travel itineraries for clients based on budgets and client needs.
- Informed clients regarding travel costs and collected deposits and balance to serve as payment for services.
- Organized and printed travel dates, schedule and airline information to present detailed itinerary to customers.
- Offered and promoted leisure services and discounts to complement travel experience.
- Reserved tickets, booked accommodations and rental transportation to accommodate needs of customers.
- Helped clients select perfect holiday based on needs, budget and specifications.
- Planned special events to promote specific tours or destinations and bring in new customers.

● EDUCATION AND TRAINING

15/07/2020 – 08/08/2022 Coimbatore, India

MBA HUMAN RESOURCE MANAGEMENT Bharathiar University

10/07/2016 – 13/05/2019 Kochi, India

BBA AIRLINE AIRPORT MANAGEMENT School of Airlines and Travel Management

07/07/2014 – 20/03/2016 Kozhikode, India

PLUS TWO St. Joseph Higher Secondary School

● RECOMMENDATIONS

SHIBIN V BABU Proprietor

.

Phone (+91) 9745339433

PRIYESH NAMBIAR General Manager

.

Phone (+91) 8078031611

● COMMUNICATION AND INTERPERSONAL SKILLS

Skills

- Employee Relations
- Hiring management
- Guest reservations
- Booking management
- Complaint handling
- Front-of-house hospitality
- Telephone switchboard operating
- Administrative support
- Mail management
- Reception management
- Coordination
- Communication skills
- Problem-solving
- Knowledge of Aviation industry
- self - Managed and highly motivated with the ability to work independently
- Dedicated, Hardworking and quick learning