

## **CURRICULAM VITAE**

### **MS. SANTHOSHI VINEESH**

Education: Diploma in IATA/UFTAA

Bsc Tourism & Hospitality Management

Experience: 7+ years

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### **Executive Profile**

#### **OBJECTIVE:**

Adaptable and efficiency-oriented Guest Relation Officer with over 5 years of experience in hospitality management. Influential communicator, able to guide junior teams toward shared goals and advancement. Personable and approachable; enjoys meeting and talking with different people. Recognizes and resolves problems quickly and efficiently to foster positive relationships with guests to promote customer satisfaction and loyalty.

#### **EDUCATION:**

- Diploma in IATA/UFTAA Consultant Course (2011)
- BSc- Tourism & Hospitality Management from Madurai Kamaraj University (2010)
- Plus Two (Humanities) from Kerala University (2007)
- SSLC from Kerala Board of Examinations. (2005)

#### **COMPUTER SKILLS:**

- Proficient in MS Publisher, MS Word, Power Point, Excel, MS Outlook.

#### **HIGHLIGHTS:**

- Proven working experience as guest relations executive
- Working experience in hospitality
- Adequate knowledge of personalized services, principles and processes
- Actively listen and resolve guests' complaints
- Respond to guests needs and anticipate their unstated ones
- Coordinate and manage communication between guests and staff and follow up to ensure complete service
- Excellent problem resolution skills along with outstanding communication and active listening skills.
- Ability to work flexible hours.

- Highly responsible and reliable with a professional presentation
- Excellent inter person skills, ability to work with others, in both supervisory or support staff role.

### **PROFESSIONAL CAREER:**

#### **AS AN OUTPATIENT SERVICE ASSOCIATE WITH ASTER MEDCITY MULTI SUPER SPECIALITY HOSPITAL, ERNAKULAM**

From September 2021 till date:-

Aster Medcity is a multi super speciality hospital with an in-patient capacity of 670+ beds and has 24 hour emergency & accident trauma facilities. Hospital has been started functioning from 2014 and was inaugurated by former President of India, Dr. APJ Abdul Kalam. The hospital plans to add 500 more beds in its second phase of expansion.

Responsibilities include : Attending incoming calls, rescheduling appointments, billing, collecting feedback from patients on their satisfaction level, resolving complaints from patients, fixing appointments and consultations, assisting higher management on their reports & followups.

#### **AS A VIP CORDINATOR WITH SUNRISE MULTI SPECIALITY HOSPITAL, ERNAKULAM**

From November 2016 – April 2017

Sunrise Institute of Medical Science is a 250+ bedded tertiary multispeciality hospital and Asia's Apex Centre for Key Hole Surgery with excellent diagnostic and therapeutic services and managed by highly qualified personnel and also has 5 other hospitals.

Responsibilities include : handling VIP patients- like celebrities, international patients etc, ensuring their satisfaction, explaining checkup packages and reports, following up on their checkups and appointments, reception handling, etc

#### **AS A GUEST RELATION EXECUTIVE WITH RENAI MEDICITY HOSPITAL, ERNAKULAM**

From May 2012- September 2016

Renai Medicity is a multi-super specialty hospital come up with an expert insight into health services with more than 35 specialty and super specialty departments, 500 bedded with 15 OT's, 11 separate ICU's, 24-hour accident and emergency care unit, and lot of other facilities.

Responsibilities includes VIP Client handling, resolving their complaints, attending and fixing the appointments for consultation, ensuring the satisfaction of patients and their bystanders.

**PERSONAL ATTRIBUTES:**

1. Reliable, hardworking
2. Committed to quality work
3. Quality of leading the team & flexible and adaptable.
4. Good documentation practice

**PERSONAL DETAILS:**

Name	:	Santhoshi Vineesh
Father's Name	:	Viswanath Menon
Date of Birth	:	18 May 1989
Passport No	:	R3215462
Passport Expiry	:	07/08/2027
Nationality	:	Indian
Permanent Address	:	Flat 201 Asher Homes Building Colonypadi, Aluva Kerala, India
Sex	:	Female
Marital Status	:	Married
Languages Known	:	English, Hindi, Tamil & Malayalam

**DECLARATION:**

I hereby declare that above mentioned details are true to the best of my knowledge.

*Yours Faithfully,*

**Santhoshi Vineesh**

**REFERENCES**

Dr. Dhanya  
Physician- Family Medicine  
Sunrise Hospital  
Phone Number: +91484 4160000

Ms. Shalini  
Front Office Manager  
Renai Medicity Hospital  
Phone Number: +91484 2880000