**ASWATHY PRADESH**



***Mobile: 0544579818 / 0525104267***

***E-mail:*** [**aswathygopi999@gmail.com**](mailto:aswathygopi999@gmail.com)

To pursue a challenging career and looking forward to work in an esteemed organization taking up challenging tasks and committed to excellence. To pursue a challenging career and looking forward to work in an esteemed organization taking up challenging tasks and committed to excellence.



**EXECUTIVE CREDENTIALS**

*~ Inter departmental Control        ~ Complaint Handling        ~ Time Management*

*~ Coordination                                ~ Strategic Planning           ~ Quick learner.*

*~ Documentation / Reports        Team Management        ~ Staff Motivation*

* A result oriented professional with 1**yr** years of experience in hospitality industry.
* Proven ability in improving operations, enhancing business growth & maximizing guest satisfaction through the achievements in time and skill management, internal controls & productivity improvements.
* Possess significant leadership experience resulting in better performance and enhanced systems for higher performance of the team.
* An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities.



**COMPETENCIES OVERVIEW**

**Guest/Customer Satisfaction**

* To be readily available always to deal with problems or complaints.
* Anticipate and address guest issues and establish proactive processes to promote guest satisfaction.
* Maintain Guest history with the department and ensure the same is updated.

**Inter departmental Communication**

* Interact in a positive way with other departments to ensure smooth and fruitful co-ordination.
* Manages performance issues that arise within the respective operating departments.
* Implementing and ensuring adherence to new process and procedures set with the operating department.

**Employee Satisfaction & Motivation**

* Exceptional people management skills and experience to drive forward the department through team building, motivation and coaching.
* To support and participate in all clinic programs, policies and procedures with special emphasis on the        orientation of new employees.
* Assigns duties and shifts to staff, adhering to clinic policies and established operating procedures.

**Skills & Challenge**

* Implementing innovations to establish and maintain high guest satisfaction
* Excellent organizational and time management skills, with the ability to set priorities for self and others.
* The ability to display a high degree of professionalism and integrity as befitting a member of management.

**SCHOLASTICS**

|  |  |  |
| --- | --- | --- |
| **QUALIFICATION** | **YEAR OF PASSING** | **PERCENTAGE SECURED** |
| **BLISc**  **(BACHELOR OF LIBRARY AND INFORMATION SCIENCE)** | ***2013-2014*** | **Completed** |
| ***BAECONOMICS{DEGREE}*** | ***2010-2013*** | ***75%*** |
| ***HSE*** | **2008-2010** | **78%** |
| ***SSLC*** | **2008** | **80%** |

**ADDITIONAL QUALIFICATION**

* KNOWLEDGE in SOFT SKILLS , M.S WORD, M.S OFFICE
* POWER POINTPRESENTATION

**SKILLS**

* **E**nthusiastic, energetic, adaptable, patient and friendly.
* Willingness to learn, Good time management.

**EXPERIENCE**

* **CUSTOMER RELATION EXECUTIVE.**

**ASTER MEDICAL CENTER, SHARJAH**  from AUGUST ,2017 TO 20th AUGUST 2018.

(DM HEALTHCARE)

* **Administration Executive** for **JMJ TOURS** in cochin for 12 months.

**RESPONSBILITIES**

* Maintains records and report statistics required.
* Explain Insurance details.
* Performs miscellaneous job-related duties as assigned.
* Organize and maintain forms and office stationery required for front desk activities.
* Respect and maintain the privacy and dignity of clients, to assure client confidentiality at all times.
* Provide secretarial support such as answering telephones, assisting customers, making follow up requirements.
* Answered an average of 30 calls per day by addressing customer inquiries, solving problems and providing new product information.
* To keep the reception area ready for each working day, earned management trust by serving as key holder, responsibly opening and closing store.

# PERSONAL PROFILE

* Husband name : Pradesh Pushpakaran .
* Date of Birth : 14-05-1993
* Nationality : Indian
* Sex : Female
* Religion : HINDU
* Visa Status : Visit visa
* Passport No : M6683170 (Date of Expiry : 25/02/2025)

**Languages Known**

* English Read Write Speak
* Hindi Read Write Speak
* Malayalam Read Write Speak
* Tamil ----- ------- Speak

# DECLARATION

I hereby declare that the details furnished above are authentic and true to the best of my knowledge and belief. I undertake to abide by the rules and regulations of your esteemed organization

**Aswathy Pradesh**