

CURRICULUM VITAE



ANN MARY ALEESHA K.V

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CAREER OBJECTIVE

To work in a healthy innovative and challenging environment extracting the best out of me which is conducive to learn grow at professional as well as there by directing my future Endeavour as at the organization.

ACADEMIC RECORDS

- **Diploma in Front Office Operation** on 2018 from **Food Craft Institute Kalamassery.**
- **Higher Secondary** on 2014, From **Kerala State Board of Secondary and Higher Secondary Education.**
- **SSLC (Grade-10)** on 2012, From **Kerala State Board of Secondary and Higher Secondary Education.**

PROFESSIONAL EXPERIENCE

Trainee Front Office Receptionist and Admin Executive at **(Club Mahindra) Mahindra Holidays & Resorts India Ltd.,** Poovar, Thiruvananthapuram, Kerala. (Mar'18 – Jun' 18)

Key Functions and Responsibilities

- ♦ Answered telephonic and in-person queries related to hotel services and resolved any issues.
- ♦ Processed guests' check ins and check outs.
- ♦ Arranged brief tours of hotel's rooms and facilities.
- ♦ Allotted rooms and checked the identity of the person through valid identity proofs.
- ♦ Prepared and completed room and restaurant bills.
- ♦ Reviewed and handled guest comments and complaints.
- ♦ Managed Front Desk operations including cashier, ensuring that policies and procedures were maintained
- ♦ Responsible for billing to ensure guests are being charged appropriately.
- ♦ Assisted guests with registration in the rewards program and explain the procedures of use.
- ♦ Ran daily credit card transactions through a settlement process.
- ♦ Recorded daily room occupancy and rate totals.
- ♦ Recorded revenue totals for cash, checks, and credit card transactions.
- ♦ Generated automated accounting reports for the manager's review.
- ♦ Managed online reservations.
- ♦ Balanced monthly reservation report.

Beauty Adviser (Chambor Geneva) in Lulu Mall, Cochin , Kerala (2015-17)

Key Functions and Responsibilities

- Interacting with customers on the floor and understanding their needs and expectations.
- Achievement of the given targets.
- Handling the cash Counter of the store.
- Ensure adequate stock turn over, maintaining the optimum stock level and reordering.
- Ensure the displays are as per the company Plano gram.
- Overall Cleanliness standards in the section as well as in the store.
- Customer order processing and corporate sales.

Admin/ Office Staff at Cochin Stock Brokers, Cochin , Kerala (December '2020 – December 2021)

Key Functions and Responsibilities

- ♦ Perform other duties that may assign from time to time.
- ♦ Keep client record in an organized manner (KYC & CKYC)
- ♦ Answer all incoming calls and redirect them or keep messages
- ♦ Perform clerical works such as arrange and organized files to its clarification
- ♦ Check,sort and forward emails
- ♦ Keep updated records and files
- ♦ Submit required reports on time

PERSONAL DETAILS

Date of Birth	: 08/04/1996
Gender	: Female
Nationality	: Indian
Marital Status	: Married
Visa Status	: Visit Visa

KEY SKILLS

- ♦ Familiarity with office machines (e.g: Scanner &printer etc.).
- ♦ Knowledge of office management and basic bookkeeping.
- ♦ Proficient in English (oral and written).
- ♦ Excellent knowledge of MS Office (especially Excel and Word).
- ♦ Strong communication and people skills.
- ♦ Good organizational and multi-tasking abilities.
- ♦ Problem-solving skills.
- ♦ Customer service orientation.

DECLARATION

I hereby declare that the above mentioned information is true and fair to the best of my knowledge. I assume that I will discharge my duties and responsibilities to the best of the capability for the betterment of the organization.

Place : Sharjah
Date : 01-02-2022

ANN MARY ALEESHA K.V