

RESUME



SILPA SHAJI
Chettayil House
Mannathoor P.O
Ernakulam Dist
Kerala
686667
Contact No: 7025885637
Email id:silpashaji191@gmail.com

Carrer Objective

Obtain at position at your company, where I can maximize my management skill and my quality assurance, program development and training experience

Academic Education

Qualification	Board/University	Year	Percentage
SSLC	Board of General Education Kerala	2009	70
Plus Two	Higher Secondary Board Kerala	2011	75
BSc (T&BHM)	Annai Fathima College Madhurai	2011-2014	75

Computer Knowledge

- Tally
- G-Operator(Windows, M S Office, Internet& Email)

Area of Specialization

- ❖ Front Office, Guest Relation, Sales and Marketing

Training Experience

- 45 days at ORBITZ, Coimbatore
- 45 days at Yathra.com at Chennai

Work Experience

- Staff at TURTLE ON THE BEACH Kovalam
- Staff at BLUEWINGS INFOTECH Palarivattam
- CRO at Airtel
- Receptionist at “TRISTAR GROUP” Kochi

ROLES AND RESPONSIBILITIES**Front office**

- Welcome and Greet Guests
- Listen and respond to guest queries and requests both in person and by phone
- Compute all guest billings, accurately post charges to guest rooms and house accounts
- Send EOD Report to Management

Sales and Marketing

- Handling cash and stock
- Direct deal with the customer's inquiry and complaints about the Product and service.
- Getting sale from the walking customers
- Marinating customer details in Excel

Leadership Quality

- ❖ School Class Leader

Hobbies

- ❖ Playing Badminton, Listening Music

Personal Profile

Father's Name	: Shaji C P
Date of Birth	: 26-07-1993
Sex	: Female
Nationality	: Indian
Religion	: Hindu
Marital Status	: Single
Linguistic Knowledge	: English, Malayalam and Tamil

Description

I, Silpa Shaji, hereby declare that the information prescribed above is correct to the best of my knowledge and belief.

Place:

Date:

SILPA SHAJI

