
NIJA JACOB

Arattukulam House, Arthunkal P.O, Cherthala

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Summary

Dedicated and focused Front Desk Receptionist who excels at prioritizing completing multiple tasks simultaneously and following through to achieve project goals. Resourceful and accomplished with extensive office operations and personnel organization expertise. Focuses on driving productivity by leveraging strong front office management skills while maintaining strong working relationships with all team members and clients.

Highlights

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|--|---------------------|
| • Security systems | Mail management |
| • Conference and meeting room bookings | Meeting planning |
| • Phone etiquette | Report development |
| • Office equipment trouble shooting | Schedule management |
| • Mail management | Customer Care |
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Experience

❖ Front Desk Receptionist

Park Residency Hotel(****)

**August 2017 - Current
Kakkanad, Cochin**

- Operate telephone switchboard to answer screen or forward calls providing information taking messages or scheduling appointments.
- Process and prepare memos correspondence travel vouchers and other documents
- Utilize MS Office fully in daily tasks and responsibilities
- Manage conference and meeting room bookings internally
- Greeted, assisted and directed guests, workers, visitors and the general public
- Greet persons entering establishment determine nature and purpose of visit and direct or escort them to specific destinations
- Assist Executive Assistant with additional office duties as directed
- Set up and maintain accurate data management systems

❖ Front Desk Receptionist

Mercy Luxurious Business Hotel

**2013 -2014 (6m)
Ernakulam, Kerala**

- Kept current record of staff members' whereabouts and availability
- Transmitted information or documents to customers using computer mail
- Scheduled appointments and maintain and update appointment calendars
- Contributed to administrative support tasks such as proofreading transcribing handwritten information or operating calculators or computers to work with pay records invoices balance sheets or other documents
- Helped with taking care of plants or straightening magazines to maintain lobby or reception area
- Managed and redirected customer complaints
- Assist with organization of company functions and events
- Prepared letters and emails to customers
- Research and retrieve information

❖ Cabin Crew Training

2013

- Familiarised with the inflight cabin crew operation, airport ground handling service including check-in security procedure and arrival services.

Education

- ❖ **Bachelor of Arts – Economics** **2014-2017**
Kerala University
- ❖ **Advanced Diploma** **2012-2014**
Aviation Hospitality and Travel Management
Frankfinn Institute Kochi
- ❖ **Plus Two**
- ❖ **Secondary School Leaving Certificate**

Certifications

- ❖ 2013: ICM Certification Level5(Issued: Bournemouth UK)
- ❖ 2013: Galielio Travel port Software Certification.
- ❖ 2013: Fedilio Hospitality Management Software Certification

Technical Skills and Core Competencies

- MS Office & Database management
- Order processing & communication skills
- organizational and planning skills
- customer service orientation & reliability
- Information management
- Attention to detail & problem solving

Personal Details

Date of Birth	:	27-08-1994
Sex	:	Female
Marital Status	:	Single
Nationality	:	Indian
Languages Known	:	English , Malayalam , Hindi
Father's Name	:	Jacob
Passport No	:	Z2783079

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Nija Jacob