** RESUME
Soumya Subramaniam E-mail :** **raman\_subramaniam@yahoo.com** **/ Contact No: +91 9061981040.**

**I am looking for a suitable post. A job where I can use my experience of working in several sectors. I would like to state my managerial and good communication skill s to provide great customer service.**

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| **PROFILE SUMMARY** |

* **A competent professional with over 10 years of experience in:**

 **≈ Self Grooming / Personal Etiquettes**

**≈ Team Management ≈ Administration Management**

**≈ Proficiency in Computers ≈ Good Co-ordination with team members**

* **An organized thinker with proven track record of establishing processes, Standard Operating Procedures(SOP’s) , Streamlining Workflow and creating team work environment to enhance productivity innovatively.**
* **Excellent interpersonal skills with problem solving, logical thinking and well mannerisms.**
* **Delegated clerical and administrative functions**
* **Ensured the provision of personalized guest service, coordinating with all departments to meet their requirements and to resolve complaints.**

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| **CORE COMPETENCIES** |

* **Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.**
* **Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer matrices.**
* **Interviewing and understanding the right employee for the organization**
* **Support the firm with providing the right training required to the staff.**

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| **CAREER HIGHLIGHTS** |

**►EMARALD HOTELS & RESORTS, KERALA (October 2017-till date)**

***Front Office Manager***

* ***Handled overall Reception***
* ***Reported to GM with reports***

**►FERNANDES GROUP, KERALA (March 2017- September 2017)**

***Assistant Manager***

* *Performing and monitoring the staff closely*
* *Maintaining a crisp record of candidates*
* *Well-versed in identifying the competitors for the industry*
* *Closely watching the market developments through Internet*
* *Online and offline marketing*
* *Staff welfare decisions and salary analysis*
* *Cost Control of the Office*
* *Maintaining a good record of work performed on a daily basis in the form of a Daily report & Reporting to MD directly.*

**►HDFC LTD, COCHIN (March 2016 – Mar 2017 )**

 ***Customer Care Executive***

* *Worked as a Grade 1 level Customer care executive*
* *Meeting up the industrial demands of bringing in more customers towards taking loans and convincing them to be more efficient towards paying interests and achieving monthly targets of the department.*
* *Mainly meeting daily and monthly targets set by the Branch*
* *Maintain Efficient standards with high level clients and their grievances*
* *Daily Records of fraud calls and enquiries*
* *Guiding Group leader for meetings and preparing minutes .*

**►INDIA BUILDERS CORPORATION (IBC), BANGALORE (Dec 2014 – Oct 2015)**

 ***Assistant Sales Manager***

* *Handled Residential projects of IBC Group for Sales and Rentals.*
* *Attended Meetings and Business conferences and updated the industry information.*
* *Handled online and offline queries and generated business with time to time follow ups.*
* *Well-versed in interacting with Clients for suggesting the most viable property range and cultivating relations with them for securing business.*
* *Keeping record of daily expenses and income.*

**►DEVONSHIRE GREENS LEISURE HOTELS,KERALA (Feb 2014-Oct 2014)**

 ***Reservations In-charge***

* *Handled Hotels overall bookings by collaborating with travel agencies and acted as Department in-charge in the absence of Sales Manager.*
* *Also attended to guest grievances and reported to FOM and co-ordinated with GM for the same.*
* *Recommended the property for tie-ups with new travel portals online.*
* *Held training sessions on personal etiquettes for female staff.*
* *Interviewing and hiring capable and hardworking staff.*
* *Responding and resolving customers problems.*
* *Giving detailed information of hotel services and policies.*
* *Discussing and assisting with Managers of other departments to manage hotel special activities such as birthday parties, marriage ceremonies, conferences, etc.*
* *Arranging Room service and telephone answering service.*

**►DEWA PROJECTS PVT.LTD., COCHIN ( Feb 2012 – Oct 2013)**

 ***Relationship Officer***

* *Handled overall customer issues & informing clients of the latest status of projects.*
* *Duties of customer follow ups for payments and other technical issues.*
* *Managed reception and handled daily enquiries of clients along with administrative duties.*
* *Held training sessions for female staff on self-grooming and telephone etiquettes.*
* *Preparing work schedules for staff ,helping new staff to perform their duties.*
* *Monitoring performances of staff and ensuring all responsibilities and procedures as per regulations.*
* *Taking various quick decisions for handling high level customers .*

**►TRINITY MAHALASA DURGA SALES & SERVICES, GOA (April 2009 – Aug 2011)**

 ***Executive Assistant cum HR Officer***

* *Organizing Meetings and preparing agendas*
* *Attending meetings on behalf of Chairman and taking down the minutes*
* *Taking decisions under the guidance of the Chairman*
* *Managed HR norms and duties related to ESI, PF, Salary, Recruitment and regular activities which were streamlined accordingly.*

**►LONDON CREEK HOTEL APARTMENTS , DUBAI (April 2008 – Feb 2009 )**

 ***Secretary cum Reservation Head***

* *Performed secretarial duties such as conducting meetings and maintaining documents of licenses, and maintained confidential documents.*
* *Performed bulk reservations and made direct Company dealings and generated future contracts and signing long term deals with the Hotel.*
* *Arranging and maintaining seasonal and special facilities for customers*
* *Overseeing and ensuring the cleanliness and maintenance of Hotel.*

**►SPLENDID HOTEL APARTMENTS / HOLIDAY INN, AL BARSHA , DUBAI (Aug 2008 - Feb 2009 )**

 ***Front Desk Assistant***

* *Handled Front Office and reservations*
* *Welcoming and registering guests and customers*
* *Performed check-ins / check-outs independently*
* *Creating good relations with Guests and ensuring friendly environment.*

**►MAJORDA BEACH RESORT , GOA (Mar 2006 – Mar 2007 )**

 ***Front Desk Assistant***

* *Front Office and Reception handling.*
* *Managed the duties of Guest Relations Officer.*

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| **EDUCATION** |

►Bachelor of Hospitality Science BH(Sc)- , Sridevi College of Hotel Management , Mangalore ,Karnataka .

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| **TRAININGS & DEVELOPMENTS** |

* Business Development Manager with Santa Monica Study Abroad Pvt. Ltd, Cochin
* Consultant at Learning Time(Dealing with Educational books for Children) , Bangalore
* Training with HR consultancy , Goa Jobs Junction, Goa.
* Completed on the job training with The Capitol, Bangalore, Majorda Beach Resort, Goa.
* Consultant with Sutherland Global with special training in speaking skills, Cochin.
* Completed on the job training as Secretary cum Steno while studying HSSC with Ramakrishna Madeva Salgaocar Higher Secondary School, Margao, Goa.

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| **COMPUTER SKILLS****Microsoft Excel, Word , Powerpoint , MS Office ,Opera(6th Version), Micros Fidelios, Clarity, Hotsoft,Photoshop.** |

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| **PERSONAL DETAILS -**  |

* Date of Birth:- 26th December, 1984.
* Nationality :- INDIAN
* Passport No :- P4055505
* Date of Issue:- 17/08/2016
* Date of Expiry:- 16/08/2026
* Place of Issue :- Cochin
* **Languages Spoken :-** English , Hindi , Tamil , Malayalam

 References on Request:

 Thanking you,

 Soumya Subramaniam