CURRICULUM VITAE

DARSANA R

Devika Bhavan, Kurumpaloor
Kottarakara PoKollam(Dist)
Kerala(state)
Mob:+919946763537
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CAREER OBJECTIVE

To enhance my skills and further my career by filling the position of Guest Relations Executive in Well-established organization

EDUCATION

2019	MFA
	NSS ITC,Kottarakara
	ASAP
2013-2016	M.Com
	VVM College Kottarakara
	Madurai Kamaraj University
2011-2013	B.Com
	Sree Sankara Arts College
	Kerala University
2008-2010	Plus Two
	E.V.H.S.S Neduvathoor
	Kerala Board of Higher Secondary Examination
2007-2008	SSLC
	E.V.H.S.S Neduvathoor
	Kerala Board of Public Examination

WORK EXPERIENCE

- 5 Years experience in Guest relation Executive from Vijaya Hospital (from 2017 till date)

Main duties Performed:

- Review arrival lists to welcome guests
- Attend to special guests and answer their inquiries

- Help prepare welcome folders with collateral provide information about amenities area and venues and promote services
- Anticipate guest needs and build rapport with customers
- Address customer complaints and escalate to Guest Relations Manager when needed
- Record information in the logo book daily
- Ensure compliance with health and quality standards

SKILLS

- Proven experience as a Guest Relations Officer
- Familiarity with hospitality industry standards
- Proficiency in English, knowledge of additional language is a plus
- Computer literacy
- A customer-oriented and professional attitude
- An outgoing personality
- Outstanding communication abilities
- Excellent organizational and time-management skills

COMPUTER SKILLS

- ❖ Tally

PERSONAL DETAILS

Date of Birth	:	30.05.1993
Gender	:	Female
Fathers Name	:	Regunathan Pillai
Marital Status	:	Married
Nationality	:	Indian
Language Known	:	English Malayalam

PASS PORT DETAILS

Passport Number	:	W3874792
Date of Issue	:	25/08/2022
Date of Expiry	:	24/08/2032

DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place;

Date: