



HANNA SAJU

Graduate - Travel & Tourism

CONTACT

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EDUCATION

**BTTM (Bachelor of Tourism and
Travel Management)**
2018 -2021
M G University, Kerala.
Al-Ameen College, Edathala, Cochin

QUALIFICATIONS

Plus, Two
2016 - 2018
Kerala State Board of Higher Secondary
Examination
Govt. HSS Pazhamthottam

SSLC
2016
Kerala State Board of Public Examination
Govt. Higher Secondary School
Kadayiruppu

PROFILE

A Graduate in Travel & Tourism with 10.5 - month experience intend to build a career in a fast-spaced leading corporate which will allow me to explore myself fully by challenging my skills and offer professional growth while being resourceful, Innovative and flexible.

PROFESSIONAL EXPERIENCE

- **General Administration Trainee (05.10.2022 - 04.10.2023)**
1 Year Experience in MOSC Medical College Hospital, Kolenchery
- **Cashier Trainee (01 Nov 2021 – 15 Sep 2022)**
Facilicare Fm Facility Services Private Limited – Cochin, Kerala
 - **Managing client facility - RAJAGIRI HOSPITAL** (is a multi-specialty tertiary care hospital in the south Indian city of Kochi, Kerala. Established in 2014, it is owned and managed by Rajagiri (CMI) group of institutions. It is one of the few hospitals in the country with both JCI and NABH accreditation).
 - Manage transactions with customers using cash registers.
 - Scan goods and ensure pricing is accurate.
 - Collect payments whether in cash or credit.
 - Issue receipts, refunds, change or tickets.
 - Redeem stamps and coupons.
 - Cross-sell products and introduce new ones.
 - Resolve customer complaints, guide them and provide relevant information.
 - Greet customers when entering or leaving the store.
 - Maintain clean and tidy checkout areas.
 - Track transactions on balance sheets and report any discrepancies.
 - Bag, box or gift-wrap packages.
 - Handle merchandise returns and exchanges.

PERSONAL INFORMATION

Gender - Female
Nationality - Indian
Marital Status - Married
DOB - 21/11/1999

LANGAUGES SKILL

ENGLISH



MALAYALAM



KEY SKILLS

Microsoft Office



Communication Skills



Web and tech savvy



Typing speed of 70 WPM



Problem solving



Team leadership



ACADEMIC EXPERIENCE/INTERNSHIP

Project Trainee (Topic - Penetrating to the Heritage Tourism of Fort Kochi)

Jewish Synagogue - Fort Kochi

- Fort Kochi, the place not far away from the city of Kochi can ideally be termed as a cultural melting pot of Kerala. This small geographical entity is perhaps unique in the world due to its cultural representations. Be it for people from other parts of India or those from far off lands like those in the Middle-East and Europe, Fort Kochi at various stages of time in the past welcomed them all to settle down and lead a life in harmony with the native folks.
- Visitors to Fort Kochi would invariably be treated to many a cultural representation. They all have left their marks in the form of traders, asylum seekers, rulers and those who came to spread their religious faiths. What we are going to unravel is a landmark in a place called Mattancherry in Fort Kochi; a monumental one that rose from the cultural traits and religious beliefs of a community that came to Kochi seeking asylum. The Jews of Fort Kochi, who fled their homeland - Israel during the Diaspora embraced Fort Kochi as their second home.
- A short walk from Mattancherry bus stand or from the boat jetty nearby would take you to the Jewish Synagogue, situated at one end of the Jew Street in the Jew Town enclave of Mattancherry in Fort Kochi. This synagogue was built in 1568 by the Malabar Yehudans or Cochin Jewish community. It was built close to the Mattancherry Palace Temple on the land gifted by King Rama Varma, a former ruler of Kochi. The Mattancherry Palace Temple and the Mattancherry synagogue share a common wall. This synagogue at Mattancherry is the oldest one in the Commonwealth of Nations.

Project Trainee (Topic - A study on Aviation)

AVION AVIATION ACADEMY, Ernakulam.

- It is very beneficial to have practical exposure of how things really go in business world. Being a student who wants to make a mark in the field of Aviation Management, the best place to gain practical understanding of Aviation Management was to do internship in the "Aviation Management from AVION Academy, Cochin" which can be regarded as one of the most dynamic authorities currently in Kerala. The internship duration was of two weeks, though which I was able to get direct interaction with the staff of airport and aviation team. This internship experience made me learn many things and helped me cover in many areas that will surely be helpful in my near future in professional world.

DECLARATION

I do hereby declare the truth and authenticity of all the information in my resume

HANNA SAJU