
SAAKSHI

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SUMMARY

Seasoned professional in hospitality management, known for high productivity and efficiency in task completion. Possess specialized skills in customer service, reservation systems, and conflict resolution. Excel at communication, problem-solving, and adaptability, ensuring positive guest experiences and smooth operations in fast-paced environments.

SKILLS

- Customer service
- Vendor management
- Scheduling
- Record keeping
- Effective communication
- Microsoft office

EXPERIENCE

Front Desk Operator, 07/2024 - Current

FAIRFOX IT INFRA – Noida, Uttar Pradesh

- Successfully led and implemented multiple complex projects, showcasing strong project management and organizational skills
- Provided administrative support to coworkers, taking on additional tasks during high-volume periods
- Developed strong relationships with customers through friendly interactions
- Reviewed employees' work to check adherence to quality standards and proper procedures
- Served as the primary point of contact for external stakeholders, including clients and partners
- Conducted performance reviews to drive quality improvements
- Negotiated contracts to reduce costs and enhance services
- Demonstrated excellent problem-solving and decision-making abilities, including handling an IVR database and client data tracking, and organizing promotional activities
- Managed vendor relationships and negotiated favorable contracts, optimizing costs and enhancing service delivery
- Conducted regular vendor performance reviews to maintain quality standards and identify opportunities for improvement
- Provided efficient administrative support, including scheduling, record-keeping, and problem-solving

- Maintained a professional and organized work environment, contributing to a positive company culture
- Demonstrated strong attention to detail and accuracy in all tasks

Human Resources Manager, 03/2024 - 07/2024

Royal Miles Infravision OPC Private Limited – Noida, Uttar Pradesh

- Spearheaded organizational change initiatives, achieving seamless transitions and minimizing operational disruptions
- Managed full-cycle human resource operational activities to maximize HR employee performance
- Compiled reports to provide management with accurate information and comply with policies and procedures
- Collaborated with department managers to develop comprehensive training programs that meet the needs of each individual team member
- Handled employee discipline and termination to address policy infractions
- Suggested promotions and wage increases according to employee performance
- Advised leadership on vacation and sick time, benefits, job services and employment discrepancies
- Ensured full compliance with applicable legal requirements, maintaining organizational integrity
- Leveraged HR websites and media channels to effectively communicate HR processes, enhancing understanding and driving consistent application
- Developed a candidate evaluation framework, boosting employee retention rates by 15% within 6 months through enhanced job relevance in hiring
- Implemented change, minimizing operational disruption
- Enhanced HR process communication via online platforms
- Boosted retention 15% with improved hiring framework
- Ensured compliance with all legal requirements

Human Resources Associate, 08/2023 - 03/2024

Link Secure Canada Inc. – Brampton, Canada

- Spearheaded new hire orientations and on-boarding processes to seamlessly integrate incoming employees
- Collaborated with HRBP to develop and execute human resources strategies, enabling business objectives
- Developed training programs designed to enhance team productivity and morale
- Managed employee separation processes, including exit interviews and termination paperwork, ensuring a smooth transition
- Monitored attendance records and timecards to ensure compliance with company policies
- Provided essential support to address individual HR needs of employees
- Enhanced hiring efficiency by 10% in 7 months
- Recruited 3-5 candidates via 5-10 job fairs
- Managed initial candidate screening through phone interviews and coordinated subsequent interview

schedules to facilitate an efficient recruitment process

- Streamlined payroll management systems, enhancing efficiency and accuracy, and effectively addressed employee grievances through impartial investigation and resolution, fostering a productive and harmonious workplace
- Led engaging programs: orientations, health awareness, and team building
- Streamlined employee lifecycle: job postings, interviews, and exit processes

Front Desk Administrator, 03/2023 - 08/2023

InterContinental Toronto Centre (An IHG Hotel) – Toronto, Canada

- Successfully communicated with diverse stakeholders, including customers, colleagues, and management, ensuring clear and professional interactions
- Managed incoming calls, directed them to the appropriate personnel, and took messages when necessary
- Maintained important files, running reports and delivering updates on occupancy and revenue
- Consulted with managers to resolve problems relating to employee performance, office equipment and work schedules
- Processed payments for services rendered according to established procedures
- Performed administrative tasks such as filing, copying, data entry, and scanning documents
- Reviewed employees' work to check adherence to quality standards and proper procedures
- Managed travel arrangements and accommodations for executive staff and visiting clients
- Engaged effectively with varied stakeholders
- Collaborated seamlessly with colleagues
- Liaised with management for strategic goals
- Fostered strong customer relationships

Restaurant Operations Supervisor, 01/2020 - 12/2022

Mcdonald's – Mississauga, Canada

- Spearheaded the establishment of a safe work environment by enforcing safety standards and ensuring proper equipment usage
- Delegated work to staff, setting priorities and goals
- Updated computer systems with new pricing and daily food specials
- Resolved customer complaints in a timely manner while providing excellent customer service
- Evaluated performance by measuring guest satisfaction, volume and revenue to facilitate changes and boost operations success
- Developed crisis management protocols for timely and effective response to emergencies
- Implemented performance management systems to ensure alignment with organizational objectives
- Collaborated with management to address organizational challenges and promote continuous improvement
- Ensured compliance with local, state, and federal labor laws regarding wage and other requirements

- Set clear performance expectations for sales staff, enhancing up-selling techniques and revenue targets
- Crafted a robust training program, boosting customer satisfaction scores and increasing sales
- Introduced a new labor scheduling system, reducing labor costs by 5-10% while maintaining efficiency
- Conducted safety training and audits, achieving a 25% reduction in workplace accidents and injuries
- Launched a diversity and inclusion initiative, cultivating a diverse workforce and improved employee engagement
- Boosted sales & satisfaction through crew member training programs
- Increased diversity and engagement via new inclusion initiative

LANGUAGES

Punjabi: First Language

English:	C1	Hindi:	C2
Advanced		Proficient	