
SAAKSHI

Noida, Uttar Pradesh 201305 ♦ +919289724468 ♦ saakshiheer07@gmail.com

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