

Resume

Saayena Kumari

House Number- RZ-46B/3

Street Number-2,

Main Sagarpur

New Delhi, India

Pin Code- 110046

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OBJECTIVE

To work with leading company and to use my analytical thinking to the best of my ability combined with perseverance, so as to contribute to organization's growth and goal, as well as to attain my professional goal.

ACADEMIC QUALIFICATIONS:

- B.A. Sociology From Swami Vivekananda Subharti University, Meerut, UP
- Sr.Secondary From N.I.O.S, New Delhi
- Secondary From B.S.E.B Board, Patna

COMPUTER PROFICIENCY:

- Working knowledge of MS-office and internet

EXPERIENCE:

- Currently Working in Kundan Refinery PVT.LTD. As a Front Desk Executive, New Delhi from Aug 2024 to Till Date.

ROLES & RESPONSIBILITIES

- Managing the reception area and ensuring the office is neat and tidy greeting and welcoming clients, customers and visitors courteously and professionally.
- Taking care of general everyday tasks like scheduling appointments, organising files and maintain office supplies.
- Answering phone calls and directing them to the appropriate staff member/ department.

- Worked as a Senior F&B Associate in TERAVIDA, New Delhi From Nov 2021 to 20 Jun 2024.

ROLES & RESPONSIBILITIES

- Receiving the guests, taking orders and serving food & beverage to guests.
- Also carries out after dining activities like presenting the bill and sending off the guests.

- Worked as a Barista in Blue Tokai Coffee, from August 2020 to October 2021.

ROLES & RESPONSIBILITIES

- Greet customer cheerfully and professionally, take orders, prepare food & beverage.
- Cash handling, coffee roasting, POS system
- Operating cash registers, accepting payments and preparing sales invoice.

- Worked as a GRE in Travel Food Services (IGI Airport) from March 2018 to December 2019.

ROLES & RESPONSIBILITIES

- Welcoming guests at checking and checkout, dealing with the complaints, coordinating reservations, maintaining guests information.
- Overseeing VIP guests, providing excellent guests service.
- Collect guests feedback during guests depart along with his likes and dislikes.

- Worked as a Team Member in Café Coffee Day, from September 2017 to Feb 2018.

ROLES & RESPONSIBILITIES

- Ensure guests comfort, order taking and billing, handle the customer complaints, managing cash counter as well as managing inventory.
- Preparing food and coffee.

- Worked as a Crew member in Cocoberry, from July 2015 to August 2017.

ROLES & RESPONSIBILITIES

- Greet customers and take orders, preparing food, presenting bill, managing cash counter, managing floor, managing banking, managing inventory

SKILLS:

- Good Communication Skills.
- Easily negotiate with other people.
- Have high level of persuasiveness.
- Can work effectively in team, as well as individually.
- Have good interpersonal skills.

Extra-Curricular Activities:

- Active participation in school functions as volunteer and in other Event.
- Coordinator in School Programmer.

PERSONAL INFORMATION:

Father's Name : Sh. Baliram Singh
Marital Status : Unmarried
Sex : Female
Date of Birth : 05thJanuary,1992
Languages Known : English & Hindi
Nationality : Indian
Strengths : Confident, Positive attitude, Hardworking, Punctuality, Good listener and Quick learner
Hobbies : Listening to music, cooking , shopping
Passport No : R5664852(29-09-2017to28-09-2027)

DECLARATION:

I hereby inform you that all the statement made above is true the best of my knowledge and belief.

(Saayena Kumari)