



BHAGYA

GUEST RELATION OFFICER

OBJECTIVES

Highly motivated and personable Guest Relation Executive with hospitality cum customer service industry and also financial roles. Supporting the daily operations of an organization by performing a variety of office tasks to ensure efficiency, facilitate communication and assist team members in achieving organizational goals. Seeking opportunities as Guest relationship officer, Front Desk Executive, Receptionist, Customer Relationship Officer and Business Support Administrator with handling responsibilities for performing a wide range of administrative tasks to support office operations, co-ordinate team with effective communication to ensure efficiency and smooth functioning.

WORK EXPERIENCE

EXCALIBUR HOTEL & RESORTS 2023- 2024

Guest Relation Executive

- **Greeting & Managing Reservations:** Warmly greet guests and handle booking enquiries and confirmations. **Customer Services:** Addressing guest queries, providing information about services and handling special requests. **Addressing Complaints and Feedback:** Resolve guest issues promptly and professionally.
- **Coordinating with other departments & Maintaining Records:** Liase with housekeeping, maintenance and other teams to fulfill guest requirements and also document guest preferences & experiences for personalized services.

ICL FINCORP LTD 2017-2019

Senior Customer Relationship Executive

- **Client Relationship Management :** Managing and nurturing relationship with high value clients and delivering the excellent customer service.
- **Customer Retention :** Strategic thinking, problem solving skill and ability to lead the teams to maintain and strengthen customer satisfaction and loyalty.
- **Reporting and Analysis:** Prepare and present regular reports on customer satisfaction, data analysis to identify trends and improvement.

MUTHOOT FINCORP LTD 2015-2017

Customer Relationship Officer

- **Customer Engagement :** Maintain regular contact with clients and customers to ensure satisfaction, address concerns and build long term relationships.
- **Issue Resolution :** Address customer complaints or issues in a timely and professional manner, aiming on a swift resolution to ensure customer satisfaction. **Reporting and Documentation :** Keep accurate records of customer interactions, issues, resolutions and feedback in the company's CRM system.

DECLARATION

I hereby declare that the above information provided is true and correct to the best of my knowledge and belief.

BhagyaLekshmy

CONTACT

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Dubai, UAE

EDUCATION

2011-2014

MAHATHMA GANDHI UNIVERSITY
B.Com with Computer Application

2022

LONDON SCHOOL OF BUSINESS,
SINGAPORE

PG Diploma in Hospitality and Tourism
Management

TECHNICAL SKILLS

- MS Office suite
- DCA
- Tally
- CRM Software

TECHNICAL SKILLS

- Judgement and Decision Making
- Customer Service
- Co-ordination
- Time Management
- Documentation
- Effective Communication
- Multitasking
- Problem Solving
- Critical Thinking
- Patience and Empathy

LANGUAGES

- English
- Hindi
- Malayalam
- Tamil