

Senior Mining Engineer Resume Sample

Name & Personal Details of clients are not included for Anonymity www.timesresumes.com

Address: xyz, ABC, Kerala

Mobile: +91-9999999999 email: xyz123@gmail.com

PHOTO

- ❖ **Dedicated customer service professional with 3+ years of experience** in retail and food service settings. Consistently achieve record-high customer satisfaction rankings, improvements to the bottom line and turnaround of underperforming operations. Seeking a position as Guest Services / Relationship Manager.
- ❖ **Respected builder and leader of customer-focused teams;** instill a shared, enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example and ensure the execution of all safety, security, quality and store operations policies.
- ❖ **Areas of expertise include:** Customer service, performance management, budget management, and cash management. Proven ability to interact with the public effectively, ensure excellent guest experience, work effectively in a team and meet department goals and objectives. Excellent communication, problem solving, conflict resolution, strong organizational skills with strong work ethic. Fluent in English, Hindi, Malayalam, Tamil, Kannada and French (basic).
- ❖ **Computer Skills include:** Opera, Micros, Infrasy, WinHMS, SAP, MS office & Internet.

PROFESSIONAL SKILLS

- | | | |
|--------------------------------|-------------------------|--|
| ▪ Customer Service Management | ▪ Problem Solving | ▪ Front-End Supervision |
| ▪ Retail Operations Management | ▪ Order Fulfillment | ▪ Customer Satisfaction Enhancement |
| ▪ Communication & Coordination | ▪ Team Building | ▪ Complaint Handling & Resolution |
| ▪ Sales & Margin Improvement | ▪ Training & Motivation | ▪ Cultivating & Maintaining Loyal Client Relations |
| ▪ Cost-Reduction Strategies | ▪ Inventory Control | |

PROFESSIONAL QUALIFICATIONS

Degree in Hotel Management, XYZ University Karnataka - 2012

(Main subjects - F & B Production, F & B Service, House keeping and Front office)

PROFESSIONAL TRAININGS

- ❖ HACCP training on food quality, food safety, food contamination and food presentation.
- ❖ SHRIA training on cost control,
- ❖ SHRIA training on up-selling & cross-selling.

PROFESSIONAL EXPERIENCE

ABC Hotel - XYZ, Chennai, India

Nov 13 to present

Guest Services Supervisor

- ❖ **Promoted** as Captian. Report to F&B Manager.
- ❖ **Lead, Train and Supervise** an 8 member team and oversee functions related to increased sales, food health & hygiene, quality, food presentation, cost control, stock inventory control and customer service.
- ❖ **Coordinate** retail sales & promotional efforts through team efforts and cater to 240 guests monthly.
- ❖ **Increased customer loyalty and satisfaction**, by implementing client specific procedures & standards.
- ❖ **Manage** difficult or emotional customer situations, and respond promptly and efficiently to customer

requests for quality service and assistance.

- ❖ **Achieved** sales targets, with no customer complaints.
- ❖ **Recognised** for excellent customer care and received several comments card from Group President.

PREVIOUS WORK EXPERIENCE

H.O.T - xyz, ABC, XYZ, Kerala, India	July 12 to Oct 13
F&B Talent - MNO Hotel Bangalore, Karnataka, India	Jan 11 to March 12
Trainee – ABC Hotel, Bangalore, Karnataka, India	6 months

PERSONAL DETAILS

Date of Birth	:	xxxxxx	Passport No	:	xxxxxxx
Gender	:	xxxxxx	Date of issue	:	xxxxxxx
Marital Status	:	xxxxxxx	Date of expiry	:	xxxxxxx

REFERENCES - Available upon request.