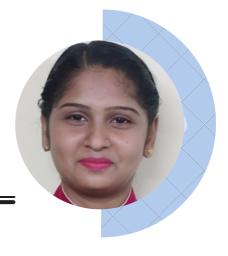
# **AFRIN MARWA**



# CONTACT



+91 7904465660



afrinmohamed1912@gmail.com

### **ABOUT ME**

Strong and experienced professional with Bachelor degree focused Hotel management & tourism. Dedicated and hardworking.

### **EDUCATION**

### **B.Sc Tourism and Diploma in Hotel** Management.

2016 - 2018

Bharath Institute Of Hotel Management. Thanjavur, Tamil Nadu.

### **Higer Secondary Education.**

2014 - 2016

Star Lion Matriculation Her Sec School

Ayyampettai, Tamil Nadu.

## **WORK EXPERIENCE**

### LA QUINTA by Wyndham - Dubai(UAE)

Telephone Operator | Nov 2021 - present

- Answers incoming calls.
- Logs all wake-up call requests and performs wake-up call services.
- Multitasking abilities will always come in handy, because a switchboard operator may be asked to do other jobs as well.
- Keep records of calls placed and received by all departments and recording the call charges.

# RADISSON Blu - India.

## Sales coordinator | Jan 2021 - Oct 2021

- Manage and maintain sales executives and managers schedules, appointments and travel arrangements.
- Arrange and co-ordinate meetings, events and any appointments.
- Answer questions about what the hotel offers and the surrounding area.

# **MY SKILLS**

## **Specialites**

Ms-Office

**Customer Service** 



Telephone Skills



Frindly Professional

**Customer Focus** 



## THE RESIDENCY TOWER - India.

Receptionist | Oct 2019 - Jan 2021

- Enter customer data and send correspondence.
- · Answer the phone in a timely manner and direct calls to the correct offices.
- Prepare bills and take payments.
- Handle incoming and outgoing mail.

# **AFRIN MARWA**

# **LANGUAGE**

- English
- Hindi
- Tamil

## **ACCORD Hotel - India.**

### Receptionist | Mar 2018 - Oct 2019

- Provides information about hotel services to guests.
- Copy, file and maintain paper or electronic documents and records.
- Deal with bookings by phone, e-mail, letter or face-to-face.

### **PERSONAL DETAILS**

Gender : Female

Date of Birth : 12.05.1998

Nationality : Indian

Place of Birth : Tamilnadu

Marital status : Married

### **DECLARATION**

I hereby declare that all the information giving in these curriculum vitae are true and accurate and fair reflection of my ability.

**Thank You** 

**Afrin Marwa**