

# 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.

### **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.

## MY SKILLS

### Specialites

Customer Service

Ms-Office

Telephone Skills

Frindly Professional

Customer Focus

# AFRIN MARWA

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## 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**