

**SANTHOSH KUMAR J**

D NO 377, TEACHERS COLONY ,

AYYAPPAN KOIL BACKSIDE,

MARUTHA NAGAR, SUNDAKAMUTHUR,

COIMBATORE.

**+91 6381986392**

**Sundosh32@gmail.com**

**Objective:**

Seeking a job in your organization wherein my skills, optimistic attitude and effective dealing abilities give away for the benefit of the organization on a global level and consistently delivers first-rate service and fosters positive relationships with guests to promote customer satisfactions and loyalty

**Summary of skills:**

* Effective communication and interpersonal skills
* Excellent telephone etiquette and attention towards personal grooming
* Pleasing personality, customer- focused and hard working person
* Strong organizational, problem solving and negotiation skills
* Excellent relationship building and communication skills
* Ability to work varying shifts

**Work experience:**

* FRONT OFFICE EXECUTIVE

Hotel Chenthur Park,

Sitra, Near Coimbatore international airport,

Coimbatore.

March 2017 to March 2018

Roles & duties`:-

* Greetings guest and make check-ins and checkouts in a professional manner.
* Managed multiple phone lines.
* Coordinated with other staffing departments to ensure solid guest relations.
* Updated monthly calendar of hotel events and special promotions.
* Passed room service requests to the correct staff members
* Managed front desk operations including cash handling, bills and payments
* Arranged for shuttle services and assist with other guest transport needs
* Coordinated sale and planning for wedding parties and events
* Maximized revenues partnering with regional manager to forecast rates based on market trends
* FRONT OFFICE EXECUTIVE

Crystal Lake Service Apartments,

Singanallur,

Coimbatore.

September 2018 to august 2019

Roles & duties`:-

* Greetings guests and making check –ins & check – outs in a pleasant manner.
* Assisting guests in checking – in and make special arrangements for VIP guests.
* Assisting guest with local tourist spots and arranging transports.
* Handling swiping machine, cash and daily accounts in a professional manner.
* Checking and reporting the guest room cleanliness to the manager.
* Assisting manager in maintaining the whole property.
* Managing hotel online booking portals (booking.com, goibibo, mmt, yatra, agoda etc..)
* Site supervisor

JVS interiors

Sundakamuthur,

Coimbatore.

March 2020 to Feb 2022

Roles & duties`:-

* Managing labors and materials.
* Managing cash and wages.
* Purchasing materials.
* Handling Clients and problem resolving.

**Academic Qualification:**

* SSLC – ST Thomas Hr Sec School,

Percentage – 89.8% (march 2011)

* HSC – ST Thomas Hr Sec School,

Percentage – 63.91% ( march 2011)

* B E civil engineering (2017)

Ranganathan engineering college

Have backlogs to be truthful

**Certificates:**

* Work experience as front office executive from March 2017 to March 2018

In Hotel Chenthur park

* Worked as a part time students coordinator from March 2015 to March 2016
* Participated in MATLAB & ABACUS – 2015
* Participated in ‘ career development programme’ – 2014
* Got merit certificate in academic for classes 6,8,9,10
* Participated in JETIX ACTION LEAGUE 2.0
* NCC cadet in school passed A certificate examination with grade ‘A’

**Personal profile:**

NAME : SANTHOSH KUMAR J

DOB : 04/07/1995

FATHERS NAME : JAGADEESAN P

MOTHERS NAME : VIJIYALAKSHMI J

SIBLING NAME : NANDA GOPAL

MARITIAL STATUS : UN MARRIED

NATIONALITY : INDIAN

STATE : TAMIL NADU

CITY : COIMBATORE

PIN CODE : 641010

LANGUAGES KNOWN : UNDERSTAND SPEAK WRITE

ENGLISH YES YES YES

TAMIL YES YES YES

MALAYALAM YES YES NO

TELEGU YES NO NO

**Declaration:**

I hereby affirm that the above information given by me is true to the best of my knowledge and belief. I will solely be responsible for any discrepancy found in them

Thanking you