



# JENITTAMOL JAMES

## ASSISTANT ACCOUNTANT /FRONT OFFICE ASSISTANT

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### Summary

A motivated and detail-oriented accounting graduate with solid foundation in financial principles and practices and with one experience in Front office assistance and accounts assisting. Proficient in using accounting software such as Microsoft Excel and Tally Prime with GST, Gulf VAT Strong attention to detail and exceptional organizational skills to maintain accurate records and files. Excellent written and verbal communication skills. Demonstrated ability to handle multiple tasks simultaneously, prioritize effectively, and meet deadlines. Proficient in office software and systems. A proactive and reliable team player committed to achieving organizational goals.

### Skills

• Interpersonal Skills • Quick Learner • Critical thinking • MS Office Suite • Attention to detail • Customer Service  
• Team Collaboration • Multitasking • Ethics and Integrity • Adaptability • Time Management • Telephone Etiquette

### Experience

#### Assistant Accountant/ Front Office Associate

01 Dec 2023 - Present

*Ragamaya Resort and Spa, Munnar*

*Idukki, Kerala, India*

- Organize and maintain financial documents, ensuring they are easily accessible.
- Prepare and sent out customer invoices, and handle billing inquiries.
- Provide support to senior accountant and management with various accounting tasks.
- Help train new staff on resort procedure and software.
- Greet guests upon arrival, process check-ins and check-outs efficiently, and handle any special requests.
- Handle billing, process payments, and provide receipts. Resolve any billing discrepancies.
- Coordinate with other departments (housekeeping, maintenance, etc.) to meet guest needs and resolve any issues.
- Respond to guest emails and calls, and manage room assignments and ensure that rooms are prepared according to guest preferences.
- Ensure compliance with resort policies and procedures.

#### Front Office Assistant

13 Jun 2023 – 26 Nov 2023

*Hotel Park Residency*

*Kerala, India*

- Deals with customer queries, their needs, complaints etc.
- Checking guests in on arrival and out on departure.
- Serves visitors by greeting, welcoming, and directing them appropriately.
- Handling day to day transactions and front office collection.
- Efficiently addressed customer enquiries and taken follow up actions accordingly.

#### Intern

01 May 2022 – 30 May 2022

*Royal Latex pvt ltd.*

*Kerala, India*

- Supporting ongoing projects by performing tasks.
- Handling administrative duties like filing, scheduling, and data entry.
- Building professional relationships with colleagues, supervisors, and other interns.
- Observing and learning from experienced professionals to understand job roles and company operations.
- Providing feedback on the internship experience and reporting on progress, challenges, and achievements.

## Intern(online)

### Forage

- Give constructive feedback to motivate, change and inspire
- Learn about Lean mindset and practice Lean principles to improve processes
- Coach a leader on compensation & benefits approach

01 Oct 2021 – 23 Oct 2021

Kerala, India

## Education

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### Bachelor of Commerce

Marian College, Kuttikanam Autonomous)

Aug 2020 – Mar 2023

Kerala, India

### Higher Secondary

St. Joseph's H. S. S Peruvanthanam

Jun 2018 – Mar 2020

Kerala, India

## CERTIFICATIONS

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- Microsoft Excel, Word, Powerpoint, Etc.
- Basics of GST for businesses- Mojoversity
- Python fundamentals for beginners- Great Learning
- Diploma in Computerized Financial Accounting
- Tally Prime– GST India & UAE VAT

## Personal Project

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- New Educational Technologies and their impact on students' well-being

## Languages

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- English
- Tamil
- Malayalam

## Interests

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- Travelling
- Learning new languages
- Listening to music

## Personal Details

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DOB: 10 May 2003

Marital Status: Single

Passport No: V4102147