

NATASHA JESTIN

Mobile:+91 9930770907 Email:natashajestin3@gmail.com



Detail oriented professional with experience in records management, Microsoft office and customer service. Frequently praised as hardworking by peers, I can be relied upon to help your company achieve its goals.

Academics

Certification	Board/University	Year of Passing
PG Diploma in Customer Relation Management	Symbiosis Centre for Distance Learning,Pune	Currently Pursuing
B.Sc.in Hospitality Studies	Mumbai University	2019
HSC	Maharashtra State Board of Secondary & Higher Secondary Education	2016
SSC	Maharashtra State Board of Secondary & Higher Secondary Education	2014

Professional Experience

Guest Service Officer at Grant Hyatt, Mumbai (Aug'2019 – Nov'2020)

Responsibilities:

- Handling customer interactions over email and phone calls
- Amending guest reservations
- Helping with guest queries and coordinating with respective dept. for issue resolutions.
- Making sure the guests who are staying with our property have a comfortable stay.
- Also we used to make sure to sell hotel membership to non-members.
- Handling guest requests and guest complaints.
- Handling guest wake-up calls

Internship

Hyatt Regency, Mumbai(May-Oct'2017)

- Successfully completed 6month's internship. Garnered hands on experience in the various departments of hotel industry.

Extracurricular activities

- Done a short course on personality Development & Public Speaking.
- Volunteered in College fest.

Key Attributes

- ✓ Good communication skills.

- ✓ Good customer service management skills.
- ✓ Able to work in a team.
- ✓ Willingness and Ability to adapt to different situations, people and environments.

Personal Dossier

Name: Natasha Jestin

Address: 9/35- Blossom Co-op Hsg.Soc. Military Road, Marol, Mumbai-400 059

Sex: Female

D.O.B:13/01/1999

Nationality: Indian

I confirm that the information given on this application is true and complete .Evident certification would be given on demand.

Awaiting your kind interest in the undersigned, I remain,

NATASHA JESTIN