SWATI JAISWAL



**B.com(H)**

Omkar & Eden green Apartment,



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# SOCIAL MEDIA

http:// linkedin.com/in/swati-jaiswal-491b06215



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<http://instagram.com/anjalisingh937/>



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# PROFILE

An accounts honors student who wants to be associated with a growth-oriented company where my knowledge and skills can help in the development of the company.

Seeking a challenging position in a reputable organization to expand and utilize my learning, skills, and knowledge. Possess excellent communication skills. Flexible to work in any environment as required.

# PROFESSIONAL EXPERIENCE

# ITC Sheraton

Front Office Associate

Responsible Luxury Ambassador (RLA)

06/09/2022 – Present

* **Greeting clients.** Greeting guests as they arrive makes a great first impression and helps them feel more at home.
* **Coordinating check-ins and check-outs.** Help the front desk operate smoothly to ensure timely check-ins and check-outs.
* Informing guests about hotel amenities: This includes pool, spa, and other amenities like breakfast and dining options.
* **Recommending off-site amenities.** These amenities may include tourist areas and dining and shopping establishments.
* **Taking care of guests with special needs.** This includes disabled guests, the elderly, children, and VIPs.
* **Communication.** Responsible for maintaining open lines of communication with guests.
* **Fielding feedback.** This includes reviewing guest feedback, whether at the hotel or online, and implementing methods for improvement.

# EDUCATION

**2018 - 2021**

**Bhawanipur Education Society College, Kolkata (W.B)**

B. Com (Hons) - 66.60%

**2017 - 2018**

**S K S PUB SCH Mangalpur Raniganj Barddhaman (W.B)**

C.B.S.E- XII (Commerce) - 82.00%

**2015 - 2016**

**Assembly of God Church School, Ukhra (W.B)**

I.C.S.E- X (Commerce)- 82.00%

**2019 - 2019**

**Company Secretary (C.S)**

Foundation- 50.50% (pass)

# EXTRA CURRICULAR ACTIVITY PERSONALITY

Participated in Dance in-school event. Completed project on mutual funds. Participate in the school choir for a singing competition.

Was part of British council project for the school.

Communicative, Punctuality, Creativity, Adaptable, Positive Attitude.

# SOFTWARE SKILLS SKILLS

Microsoft Word - Microsoft Office - Microsoft Excel - Microsoft PowerPoint -

Good communication - written and oral skills Excellent conceptual and analytical skills Effective interpersonal skills

# HOBBY

Traveling, Listening Music, Dancing, Net surfing, Singing.

# LANGUAGES

English - Hindi -

I agree to the processing of personal data provided in this document for realizing the recruitment process pursuant to the Personal Data