



Pooja Sharma

CONTACT

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PERSONAL DETAILS

Date of Birth : 25/05/1994
Marital Status : Single
Nationality : India

SKILLS

Guest service



Ability to work on their own or in team



A commitment to delivering high
levels of service with attention to
detail



Willingness to learn and follow
direction



Proficient in Microsoft Office



OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EXPERIENCE

Housekeeping Desk Attendant	20/07/2018 -
Pride Hotel & Convention Center, Indore(India)	05/04/2019

Housekeeping Desk Attendant	11/04/2019 -
Mirador Hotel, Mumbai(India)	31/01/2020

Housekeeping Supervisor	25/09/2022 -
FIFA World Cup 2022, Accommodation Services Managed By Accor Doha(Qatar)	20/01/2023

Housekeeping Attendant	18/06/2023 -
Hyatt Regency Oryx, Doha(Qatar)	Present

EDUCATION

Diploma In Hospitality, Travel & Customer Service	2018
Frankfinn Institute Of Air Hostess Training	

Diploma In Computer Application	2011
Rajiv Gandhi Computer Saksharta Mission	

PROJECTS

Udaan 2018 - Customer Interaction Program

I was participated here during my hospitality course I was covering area of real life Customer Interaction & Service, Leadership training & Team Work I got certified as a Customer Relationship Champion.

Opera, IDS & WINHMS software



Administrative skills



Phone etiquette



Active listening skills



Soft communication and
interpersonal skills



ACHIEVEMENTS & AWARDS

In my all previous property i earned
employee of the month award.

LANGUAGES

Hindi

English

PROFESSIONAL ENHANCEMENTS

Completed 90 days course in front office department as a telephone
operator