



# 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 20/01/2023  
Managed By Accor Doha(Qatar)

**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



## PROFESSIONAL ENHANCEMENTS

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

## ACHIEVEMENTS & AWARDS

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

## LANGUAGES

Hindi

English