

JOSEPH NITHIN REDDY

PENTAREDDY



PROFILE SUMMARY

Experienced Night Auditor Cum Night Receptionist with a proven track record of efficiently conducting night audit functions in high-pressure environments. Demonstrated reliability, professionalism, and dedication to ensuring customer satisfaction. Skilled in answering guest inquiries, coordinating facility services, and exceeding guest expectations. Possesses exceptional organizational skills, excellent communication abilities, and a passion for delivering outstanding customer experiences.



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Guntur



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EDUCATION

Bachelor of Hotel Management
KL University, India | 2016 – 2019

SKILLS

- Bookkeeping & data entry
- Customer relations & service
- Front office operations
- Report generation
- Audit coordination
- Cash handling
- Reservation management
- Hotel safety & security
- Attention to detail
- Teamwork
- Conflict resolution
- Microsoft office suite

PERSONAL DETAILS

Date of Birth : 07/05/1997
Gender : Male
Marital Status : Single
Nationality : Indian
Passport No : V3139347

LANGUAGES

English
Hindi

WORK EXPERIENCE

NIGHT AUDITOR / NIGHT RECEPTIONIST May 2023 - Present
Concorde Hotel | Fujairah, UAE

- Managed and oversaw all overnight duties at the front desk.
- Checked-in and Check-out guest while maintaining confidentiality of their information.
- Handled reservation inquiries, cancellations, and amendments.
- Ran audit reports and journals from credit card and computer systems.
- Conducted hotel tours for potential guest and corporate accounts to assess needs and preferences for special events and business meetings.
- Accurately executed cash handling and safety deposit box procedures.
- Prepared daily management reports.
- Monitored status of third party reservations, discounts, and promotional programs.

GUEST SERVICE AGENT Nov 2021 – Apr 2023
Studio m Arabian Plaza by Millennium Hotels | Dubai, UAE

- Welcoming customers upon entrance and confirming reservations
- Acting as the point of reference for guests who need assistance or information and attending to their requirements
- Processing guest payments and managing bills.
- Administering guest check-in and check-outs.
- Understanding customer's needs and providing them with personalized solutions by suggesting activities and facilities provided by the hotel
- Answering the phone and make reservations, taking and distributing messages or mail and redirecting calls
- Collecting payment from guest or room charge account if already paid in advance,
- Issuing receipts or other documentation as requested by guests and the checklist continues to increase.

DECLARATION

I hereby declare that all the particulars furnished above are correct, and I assure you that I will prove myself diligent and honest in the execution of my duties entrusted to me.