



# PRINCE KUMAR

## EDUCATION

### CM College – Darbhanga

2019- 2022  
Bachelor of Arts - History

### CM College – Darbhanga

2017- 2019  
Intermediate – Bihar Board

## Academic Qualification

### Rajeev Gandhi Institute of Technology & Management

2022-2024  
Master in Hotel Management

## WORK EXPERIENCE

### Citrus Cunningham, Bangalore - Sr. Guest Service Associate

12/2022 – 11/2024

- Self-motivated, with a strong sense of personal responsibility.
- Worked effectively in fast-paced environments.
- Skilled at working independently and collaboratively in a team environment.
- Proven ability to learn quickly and adapt to new situations.
- Excellent communication skills, both verbal and written.
- Worked well in a team setting, providing support and guidance.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Assisted with day-to-day operations, working efficiently and productively with all team members.
- Greeted guests upon arrival by providing warm welcome.
- Received and distributed incoming mail to hotel departments and guests and handled outgoing mail.
- Resolved guest complaints diplomatically to maintain a positive property reputation and high customer satisfaction rates.
- Maintained high level of professionalism and discretion when dealing with guests.
- Developed strong rapport with returning guests to foster loyalty and repeat business.
- Contributed positively towards creating a welcoming atmosphere by maintaining a clean and organized front desk area at all times.
- Handled payment transactions accurately, maintaining proper cash handling procedures at all times.
- Handled end-of-day reports, drawer balance and night audit.

### Olive Magrath By Embassy Group, Bangalore - Guest Relationship Executive

Currently Working Here

## TRAINING

Job Trainee at Citrus Cunningham, Bangalore – 06 Months

## SKILLS

Microsoft Word

## PROFESSIONAL SUMMARY

With the Past Experience, I'm looking forward for a challenging carrier opportunity where my related experience can be utilized, applied & be a part of highly dynamic performing Organization & be able to share my skills & ability in promoting excellence & quality service.

## CONTACT

### PHONE:

+91 9905160098

### EMAIL:

P1568636@gmail.com

## CERTIFICATES

- 04 Times Winner of Customer Championship.
- 01 Time best Groomed Employee.
- NCC Certificate Holder.
- Major Contribution for TripAdvisor Ranking for getting hotel ranking on higher level.

## LANGUGAES

- English
- Hindi

## HOBBIES

- Listing to music
- Travelling
- Playing Cricket

## PERSONAL INFORMATION

Father Name :- Mr. Umesh Kumar Yadav

Mother Name :- Mrs. Babita Devi

Date of Birth :- 04/01/2000

Marital Status :- Unmarried.