



# Priyanka Raj

Front Office Operations

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DEHRADUN, INDIA



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Adaptable Front Desk Receptionist with experience Hotel industry and a history of success in providing exceptional customer service. Experience in managing all facts of front office administration, including handling multi-line phone systems, managing schedules, and maintaining reception and waiting areas. Hands-on skills in using applications such as MS Office, Opera and IDS to facilitate daily office operations.

## EDUCATION

### DIPLOMA IN AVIATION, HOSPITALITY & CUSTOMER SERVICE

FRANKFINN INSTITUTE OF AIR HOSTESS TRAINING

NEW DELHI

### INTERMEDIATE

JAWAHAR NAVODAYA VIDHYALAYA

2015,

### HIGH SCHOOL

JAWAHAR NAVODAYA VIDHYALAYA

2013,

## WORK EXPERIENCE

### PRASAD HERITAGE GROUP

#### SENIOR SUPERVISOR

Aloha On The Ganges, Rishikesh (U.K.)

11/2019 – 09/2020

#### FRONT OFFICE EXECUTIVE

The Naini Retreat, Nainital (U.K.)

09/2020 till date

#### GUEST RELATION EXECUTIVE

ITC WELCOMHOTEL THE SAVOY, Mussoorie

09/2017 - 06/2019,

#### FRONT OFFICE ASSOCIATE

RADISSON BLU HOTEL, Haridwar

12/2016 - 09/2017,

## STRENGTH

- Good guest interaction skills.
- Leadership/People management.
- Good interpersonal and communication skills.
- Tenacious, Independent and willing to take initiative.
- A team player, continuous learner and proactive.

## SKILLS

HOSPITALITY

TEAM LEADERSHIP

MICROSOFT OFFICE

INTERPERSONAL SKILLS

ABILITY TO MULTITASK

CUSTOMER RELATION

MANAGEMENT SKILLS

## CERTIFICATES

\*Awarded as "Bravo" in Radisson Blu Hotel.

\*Awarded as "Best Groomed Employee" in Radisson Blu Hotel.

\*Awarded as "Best Guest Experienced Award" in WelcomHotel The Savoy.

## LANGUAGES

ENGLISH



HINDI



LOCAL



## INTERESTS

VOLLEY BALL

SINGING

DANCING

READING

EXPLORING

OUTDOOR GAMES