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|  |  | **Sheldon Coutinho**  *Seeking a position that will utilize my professional skills and personal competence with strong commitments towards innovation, motivation and professional services.* Working.  *Proactive, energetic, reliable and focused on results offering experience in different level of busy office environments. I am sincere, result oriented, self-motivated, loyal, and disciplined towards my work, always maintain a positive attitude and hard working. I love to interact with people from different cultures. A strong desire to work in a fast-paced Dept. I'm a fast learner.* |
| **Personal Details:**   * Date of Birth: 5th May 1997 * Marital Status: Single * Nationality: Indian   **Address:**   * Andheri (E), Mumbai,India-93   **E-mail:**  [sheldon.coutinho@rediffmail.com](mailto:sheldon.coutinho@rediffmail.com)  **Cell:**   * +91 9833633450 ; * +91 8452034890   **Interest:**   * Sketching * Listening to music * Playing different sports.   **Qualifications:**   * **Bachelors in Science -** Mumbai University   **Languages:**   * **Hindi**: Native * **English**: Fluent * **Marathi**: Basic * **Konkani**: Basic   **Skills:**   * Excellent customer service and communication skills; * Team leader; * Strong administrative and analytical skill; * Excellent listening skills and willingness to learn; * Agility learner; * Flexible at working; * Interpersonal Skills; * Time Management. |  | **WORK EXPERIENCE**    **Senior Food and Beverage Server**  **Four Seasons Hotel | Mumbai, India (10th May 2017 - 16th August 2021)**   * Greet patrons, present menus, make recommendations and answer questions regarding food and beverages. * Take orders and relay to kitchen and bar staff. * Recommend wines that complement patrons' meals. * Serve food and beverage. * Food and Beverage Server' in the In Room Dining Department and the Pool Deck for a considerable amount of 4 years and got promoted to a *'Senior Food and Beverage Server'.*   **Guest Service Agent**  **Grand Hyatt Hotel | Mumbai, India (20th December 2014 – 3rd January 2015)**   * Resolve customer technical issues within the scope of existing service and help customers to solve disputes. * Coordinating with the insurance providers to obtain quotations as per customer’s requirement.   **Courses and Trainings:**   * Worked for short term outdoor caterings at various hotels during college. * Completed 2 short term vocational trainings.   **Co-curricular activities:**  ➢ Food and Beverage department – La Chocolat & All That Jazz 2015(F.YBSc), Mishti Bengal 2016 (S.Y.BSc), Spectrum 2014 - Black and White Con-fusion and Spectrum 2015 - Braize and Graize.   * Food and Beverage and department – Section Manager   (Mishti Bengal Theme Lunch).  ➢Four Seasons Hotel - Part of 'Bio-Bubble' and LQA Standard Nominee.  **References:**   * **Dinesh Pathak:**   Assistant Manager-(In Room Dining)  Tel No**:** +91 9870810199.   * **Adelaide Quinn:**   Director of restaurant and bar.  Tel No**:** +91 9892438809 |
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