

# Tanvi Jambhekar

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## MCTA (Marketing Courses Training Academy)

### Assistant Manager-HR & Campus Placement

[18/07/2022-till date]

- Assist with day to day operations of the HR functions and duties.
- Compile and update employee records (hard and soft copies)
- Headhunting, talent acquisition/recruitment for various positions for the company.
- Coordinate communication with candidates and schedule interviews.
- Responsible for monthly payroll processing.
- Monitoring, tracking, and maintaining employees' leaves and attendance.
- Evaluation of the performance of the employees.
- Responsible for placing MCTA students.
- Grooming students for the industry.

## Vivish Technologies (MyGate)

### Senior Client Account Manager [25/01/2021-16/05/2022]

- To develop trusting relationships with clients to ensure they do not turn to competition.
- Expanding the relationships with existing customers by continuously proposing solutions that meet their objectives.
- To ensure the correct products and services are delivered to customers in a timely manner.
- To serve as a link of communication between key customers and the internal team.
- To resolve any issues and problems faced by customers and deal with complaints to maintain trust.
- To conduct meetings with existing clients.
- Screening CVs of the candidates.
- To take interviews of the candidate for field executives.
- Train new joiners (RMs).

## SKILLS

Leadership

Motivational

Problem-solving

Team leader

Good Presentation skills

## OTHER CERTIFICATES

MS-CIT (2012)

Faculty Development Program

(September 2019)

IIPC (International Institute of Professional Courses).

## LANGUAGES

English, Marathi, Hindi

## PERSONAL DETAILS

Contact: 9321306710

DOB: 17th April 1995

Gender: Female

## **Atharva College of Hotel Management & Catering Technology**

### **Assistant Professor (Front Office) [24/06/2019-20/01/2021]**

- Conduct and supervise student training and development.
- Plan and organize a wide range of training activities.
- Preparing lecture plans/ lecture materials.
- Plan and evaluate practical instructions.
- Guiding the students in the performance of practical tasks and skill exercises and evaluating their performance.

### **Royal Orchid Central**

#### **(HR internship) [15/05/2018-14/07/2018]**

- Updating internal databases with new employee information, including contact details and employment forms.
- Gather payroll data like leaves, working hours, and bank accounts.
- Screen resumes and application forms.
- Schedule and confirm interviews with candidates.
- Address employee queries about benefits (like training budgets by department).
- Participate in organizing company events and careers days.

### **The Westin Pune Koregoan Park**

#### **Front Office Associate [19/01/2017-8/07/2017]**

- Developing and maintaining an effective professional relationship with all clients and providing assistance on phone and in person.
- To ensure an optimal level of customer service for all the guests.
- To coordinate with the housekeeping department for cleaning of guest rooms.
- To take room service orders and escalate them to the food and beverage department.

### **Trident Nariman Point**

#### **(Industrial Exposure) [8/12/2014-3/04/2015]**

- Maintaining common areas neat.
- Learn how to clean rooms.
- Learn how to check rooms.
- Making sure that rooms meet hotel standards: tidiness, the material available.
- Helping to organize the cleaning service schedule according to the occupancy rate.
- Supervising and helping with other services: luggage, front office, restaurants.
- Guiding guests along their journey on visits, tours, and touristic places.

## **EDUCATION**

- Complete M.Sc. in Hospitality Administration with specialization in HR from Institute of Hotel Management Catering and Nutrition Bangalore July 2017- October 2019
- Complete B.Sc. in Hospitality and Hotel Administration from Institute of Hotel Management Catering and Nutrition Goa August 2013 – September 2016

