

## TEAM LEADER WITH 5 YRS OF EXPERIENCES HANDLING CUSTOMER

**B.Swarnalatha**

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8838342269

### SUMMARY

An enthusiastic worker with highly motivated and leadership skills.

Eager to learn new technologies and methodologies.

Ability to co ordinate with other department and work under pressure.

### CAREER OBJECTIVE

To work for an organization that provides me an opportunity to improve my skill and knowledge for the growth along with organization and i will commit myself into this organization for better improvement

### SKILLS

**Operation system :** Windows 10, Shaw man &Max worth

**Technical skills:** Ms Office

### EXPERIENCE

Jun-2016 - Jan-2022 **Travel food service Pvt Ltd**  
Team Leader Taking care of entire operation  
May-2011 - Dec-2011 **Grt Hotel**  
Trainee Learning and Developing skills

### EDUCATION

Degree/Course	Institute/College	University/Board	Percentage/CGPA	Year of Passing
MBA (Human resources management)	Dr.MGR University	Dr.MGR University	75 %	Pursuing
B.sc (Hotel Management)	National Institute of hotel management and catering technology	Alagapa University	88 %	2019
Diploma in Hotel management and Catering Technology	EMPEE IHMCT	Alagapa University	85 %	2013

### ACHIEVEMENTS

**Quarterly achieve** 2017 - 2018  
**Best Guest service Associate** With in three month of joining in 2016  
**Excellent Guest Handling Executive award** In September 2017  
**Best Team Leader in chennai** March 2019  
**Best performing in handling Team in chennai** July 2019

## STRENGTHS

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Goal-oriented, Fast learner, Good in handling the whole team in a good wave length, Problem solving, Flexible and adaptable personality

## AREAS OF INTERESTS

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Human resources management, Customer handling

## HOBBIES

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Listening music , Playing Carrom

## PERSONAL DETAILS

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Address	No.6 New avadi road villivakkam chennai-49 Chennai, Tamilnadu, 600049
Date of Birth	25.11.1994
Gender	Female
Nationality	Indian
Marital Status	Single
Languages Known	English: Speaking-writing, Tamil : Speaking- Writing

## REFERENCES

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### **Senthil kumar.S**

Senior Academic Counselor	Vedantu Innovation Pvt Ltd
9791027096	kumarsenthil612.ss@gmail.com

### **Dhanalakshmi.B**

Senior Technical Writer	Capgemini
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## DECLARATION

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I hereby mention that the details mentioned above are true to my knowledge

B.Swarnalatha