



BHARATI KUMARI

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- GPA: 75

K.V sukna West Bengal, 12
CBSE

PERSONAL INFORMATION

- Personal details:
- **Date of Birth:** 14-04-1996
 - **Sex:** Female
 - **Marital Status:** Single
 - **Nationality:** Indian

INTERESTS

- Paper craft
- Cooking
- Painting

LANGUAGES

- English
- Hindi

CERTIFICATIONS

- Certificate in computer diploma course
- Appreciation by Rachnoutsav event management company.

PROFESSIONAL SUMMARY

- To acquire a challenging position in a professional organization that will effectively utilize my skills.
- To seek challenges and responsibilities with an opportunity for growth and career advancement for successful achievements. • with a winning attitude and desire to deliver an exceptional dining experience. Focused on setting high expectations and raising service standards.

EXPERIENCE

TEAM CAPTAIN

Buffalo Wild wing, American MNC Restaurant, Hyderabad, India •

Responding to guests needs and anticipating their unstated ones.

- Actively listen to and resolve complaints.
- To manage guests and run the shifts and to handle a team for smooth operations of the restaurant.
- Ensure guests are serviced within specified time.
- Able to answer any questions regarding menu and assist with menu selections.
- Able to anticipate any unexpected guest need and react promptly and tactfully.
- Record transaction / orders in Point of Sales systems at the time of order. Check with guests to ensure satisfaction with each food course and beverages.

EXPERIENCE

Process Trainer, 07/2020 - 12/2022

Worked in **IENERGIZER** company as Process Trainer in **FLIPKART**

- Conduct training sessions on the product or service and help other managers with training sessions
- Training executives on how to handle different customer situations
- conducting training sessions
- Handling TNI and Refreshers
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I am currently working as customer advisors in flutter entertainment a gaming company. My responsibilities include handling customer enquiries, answering any questions and queries, providing support and comprehensive product / service information to customers. Build relationships with customers.

KPI'S

1. Handling all the processes.
2. Maintaining record of C-sat report of all the Lob.
3. Providing TNI, TNA
4. ACPT & Random Audits.
5. Attending Calibration
6. Attending WBR & MBR Interacting with the client.

INDUSTRIAL TRAINING

Successfully completed from Pullman and Novotal Hotel Aerocity of New Delhi from 27th June to 24th October in all core departments

SKILL

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|---|---|
| <ul style="list-style-type: none">• Event management• Quick learner• Teamwork | <ul style="list-style-type: none">• Training exercises• Behavior standards• Results-focused |
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EDUCATION

IHM - HYDERABAD Indira Gandhi National Open University,
B.sc: Hospitality and Administrations

Indira Gandhi National Open University, 2022 – 2024
MBA in Operation Management