

BHUMIKA PATEL

Ghanshyam Nivas, Wadi Dabhoiya Pole, Near wadi Tower, Wadi,
Vadodara
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SKILLS

Good Communication
Teamwork
Leadership
Team Management

OBJECTIVE

To work in a dynamic and challenging environment where my knowledge is applied and enhanced.

EXPERIENCE

Kanan International 04/2022 -

Relationship Executive (Agent Division)

Make sure the growth of active agents assigned by periodic training and personalized services, Conduct online sessions with their team (Monthly once), Need to call agents status-wise for close coordination with each student, Coordination with internal team, Recommend the best suitable program and colleges/universities as per student profile, Explain post-payment procedure to agents, Timely follow-ups for LOA & WT.

Shree Ram Engineers 05/2021 - 03/2022

Sales Coordinator

Preparing Quotation and sending to the customer, Negotiate with customers and suppliers, Coordinat with dispatch,QC and purchase department, Filing important documents and communicating relevant information, Insure about the price, Handle the processing of all orders with accuracy and timeliness, Check the inventory and Sending and receiving the mails.

Terrazzo (UAE) 09/2019 - 01/2021

Procurement Executive

Prepare purchase orders and send copies to suppliers and to departments originating requests, Determine if inventory quantities are sufficient for needs, ordering more materials when necessary, Respond to customer and supplier inquiries about order status, changes or cancellations, Perform buying duties when necessary, Contact suppliers in order to schedule materials.

Fetcher (UAE) 11/2018 - 12/2018

Customer Service Representative

Dealing with outbound and inbound calls, Checking for delivery Apply For Administrative Officer

Dubai Park And Resort (UAE)	02/2018 - 09/2018
Customer Coordinator	
Collecting feedback from the customers, Dealing with the resort customers, Dealing with the customers queries, Providing information regarding the park.	
IPSOS survey (UAE)	09/2017 - 12/2017
Dubai Government Survey	
Government survey , Collecting feedback from customer	
Royal Orchid Hotel	05/2017 - 09/2017
Banquet Sales Executive	
Confirming banquet arrangements & menus, Before function checking proper set up, buffet, audio visuals, Timeline and also give attention to any special guest needs, Call customers to remind before for cut-off date, Maintain all client information and folders and Corresponding.	
Express Hotel	04/2016 - 03/2017
Guest Relationship Executive	
Making them comfortable while they wait for their tables, Chatting or responding to inquiries, Provide helpful and inviting environment for guest, Analyzing customer feedback and providing strategic direction to continuously improve overall rating.	
K10 Hotel	11/2015 - 03/2016
Guest Relationship Executive	
Customer service requests and reservation bookings, Attend to customer complaints, Book reservation and resolve customer service issues, Handling guest complaint and concerns in an efficient and timely manner, Able to work morning, evening, weekend, holiday and overnight shifts.	
Revival Lords Hotel	12/2012 - 01/2012
Internship	
Front Office, Food And Beverages and House Keeping department.	
EDUCATION	
AMITY UNIVERSITY DUBAI	2017 - 2019
MBA in Operation Management	
6.19 CGPA	
SARDAR PAREL UNIVERSITY	2012- 2015
Bachelor Of Business Administration	
7.63 CGPA	

