

Navjyot singh Sarna

A Career oriented person & committed to a positive learning atmosphere, organized and driven with the ability to complete my task

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📍 Delhi, India

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EDUCATION

Bachelor of Science in Hospitality & Hotel Administration

Institute of Hotel Management Catering Technology and Applied Nutrition

2016 - 2019

Meerut

Senior Secondary (12th)

Guru Tegh Bahadur Public School

2016

Meerut

Matriculation (10th)

Guru Tegh Bahadur Public School

2014

Meerut

WORK EXPERIENCE

Sales Executive

IIBM Institute of Business Management

03/2021 - Present

Meerut

Achievements/Tasks

- Working as Admission Counselor. Provide guidance to students regarding various courses, internships, full time opportunities at IIBM like Cloud Computing, Data Science, Digital Marketing etc.

Guest Service Associate - Front Office

Lemon Tree Hotel

2019 - 2020

Gurgaon

ACCOMPLISHMENT

- Administering check-ins and check-outs. Providing front desk services to guests.
- Administer all complaints and requests and ensure effective resolution of same.
- Greet all customers on phone pleasantly and transfer call to appropriate department as required according to company standards.

Industrial Training

The Grand New Delhi

11/2017 - 03/2018

New Delhi

Achievements/Tasks

- Worked in all departments i.e. Front Office, Food Production, Housekeeping, Food and Service Department & Finance as well.

SKILLS

Excellence in customer service

Good interpersonal skills

Team Player

Microsoft Excel

Customer Relationship Management

CERTIFICATES

Hotel Management Fundamentals: Kickstart your Career Success (08/2020 - Present)

Udemy

English Speaking Course (07/2019)

British Institute of Spoken English

ACHIEVEMENTS

IELTS (12/2020)

IELTS Band Score 6 in Spoken English

Food and Beverage Service Department - Appreciation Certificate during internship at The Grand, New Delhi

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency