

RESUME

PARUL SINGH

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FLAT NO: 26 E fourth floor Pocket 10B, Jasola Vihar, **NEW DELHI** - 110025

CAREER OBJECTIVE:- To excel in my carrier with hard work and dedication to achieve organizational goal keeping the organization at front.

EDUCATIONAL QUALIFICATIONS:-

- MBA from CMJ University in CRM & HR IInd Div.
- Passed Graduation in English (honours) from Delhi University.
- Passed HSC from CBSE securing 1st Div.
- Passed SSC from CBSE securing 1st Div.

PROFESSIONAL QUALIFICATIONS:-

- Completed 6 months French language course from school of foreign languages.
- Completed BTEC (hnc) diploma course from frankfinn institute of air hostess training.

WORK EXPERIENCE:-

- | | |
|--|--------------------------------|
| ➤ VRS FOODS LTD as EA to MP | 17 Feb 2016 – till date |
| ➤ Oppl Lighting India Pvt Ltd as EA to Country Head | Sep 2014 – 16 Feb 2016 |
| ➤ CHD Developers as EA | May 2012 – Aug 2014 |

Job profile and key accountabilities:-

- Improving the overall internal employee relationship, delivering reliable administrative support.
- Induction and other out sourced Trainings for different departments.
- Employee Engagement – coordinating in-house functions, employee birthday, anniversary etc, E- Newsletter.

- EA work for Chairman, MD and COO.
- Maintaining Employee Work Records.

➤ **Indigo Airlines as Sr Cabin Attendant**

Sep 2010 - April 2012

Job profile and key accountabilities

- Managing in flight services and representing the face of company.
- Greeting passengers and managing smooth boarding in cabin
- Deal with difficult passenger in a firm but friendly manner
- Working calmly under pressure in quick and efficient manner.
- Working for the main role of cabin crew i.e. is to ensure passenger safety by
- Following different procedures like safety demonstration, first aid etc.
- Maintaining high standard of grooming standards with pleasant and positive attitude.

➤ **Radisson Hotel Delhi as a Guest Relation Executive**

Sep 2008 – Sep 2010

Job profile and key accountabilities:-

- Working as a Guest Relation Executive, supervising the operations.
- Developing Strong customer relation.
- Excellent sense of handling guest queries with good communication skills.
- Strong customer service and negotiating skills.
- Taking care of **VVIP Guest** check in process by organizing Special ATG for them.
- Prompt action on guest complains.
- Selling of rooms to corporate clients, FITs, Travel agents, walk in guests.
- Promoting special offers, packages and seasonal/festive promotions.
- Working under set budget and achieving the daily/monthly occupancy and revenue targets.

COMPUTER LITERACY:-

- MS Word, MS Excel, Microsoft Office and other Basic fundamentals

PERSONAL PROFILE:-

Name	:	Parul Singh
Passport No	:	G-2762644
Date of Birth	:	01 Jun 1988
Marital Status	:	Married
Nationality	:	Indian
Height	:	167 cm
Weight	:	55 kg
Interests	:	fitness enthusiast, cooking, writing etc.
Language Known	:	Hindi, English (R-W-S) French (R-W)

HOBBIES: - Reading, cooking, listening soft music and swimming.

(PARUL SINGH)