****Khushbu Sethi

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**CAREER OBJECTIVES**

To be a domain specialist in a hospitality organization, to pursue continuous growth, adding synergy to the organization in which my knowledge and intellectual skills can be best utilized.

**EDUCATIONAL QUALIFICATION**

|  |  |  |
| --- | --- | --- |
| Year | College | Qualification |
| 2005-2008 | Merit Swiss Asian School Of Hotel Management, Ooty India | Diploma &Degree B.Sc ( H & TM) ,Hospitality |

**WORK EXPERIENCE:**

1. Currently working with Insight Call SolutionsLmt( Noida) as Executive Assistant to MD & CEO from Nov 15 till date

(ICCS is a leading BPO which serves almost 50 global clients in Telecom, utilities, Consumer durables & Health care)

Job Responsibilities-

* Support the day to day work of the CEO & MD
* Plan, organize anticipate requirements well in advance to support the smooth running of the business
* Supporting all aspects of the MD & CEO work including appointments and the diary, travel and accommodation as required in addition to managing dates, producing agendas, minutes and all key paperwork for meetings
* Ensure statutory requirements are identified and met
* Maintain and develop systems, procedures and records in line with the organization’s policies and objectives
* Organizing Events for the employees (Internal)
* Handling Vendor Management & their monthly dues.
* Document minutes of all meetings as directed.
* Work with the communications team to maintain and develop databases and mailing lists to ensure they are current and up to date at all times.
* Organizing meetings outside the office as well.

1. Worked with India Today Live In Media Group as **Senior Front Office Cum Executive Assistant** from Oct 13 till Nov 15.

Job Resposibilities-:

* Answer, screened and directed inbound phone calls.
* Supervise the workload during shifts
* Maintaining working relationships and communicates with all departments
* Receive and assist clients and escorted them to correct destinations; offices, rooms or meeting rooms.
* Verifying that accurate meeting room status information is maintained and properly communicated.
* Resolves guest problems quickly, efficiently, and courteously.
* Maintaining meeting diary – manually or electronically, as required.
* Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel.
* Handling the budgets of the admin department..
* Conducts regularly scheduled meetings of front office personnel.
* Operate all aspects of Front Office computer system, including software maintenance and simple configuration changes.
* Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests managers and other employees.
* **Facility Management**- Coordinated maintenance of the Cafeteria /front desk reception area equipment, furniture, lighting, applications and brochures.

1. Worked with Mahindra Comviva as **Guest Relation Executive** from November 2012 till August 2013.

Job Resposibilities-:

* Welcoming visitors by greeting them, in person or referring inquiries
* Supervising the Front Office Data( Medical records, daily gift records and activity register)
* Maintaining security procedures
* Maintaining telecommunication System (Also very quick with EPBX system)
* Facility Management (This includes cafeteria and activity areas like gym and play area for kids)
* Weekly budget report for admin expenses
* Coaching and developing team members in soft skills
* Coordinating with housekeeping supervisor for any matter related to housekeeping.
* Handling scanning and faxing of documents.
* Handling Customer complaints and queries.
* Creating work schedules and Conducting visual observations of how staff speak to customers.

1. Worked with **Kingfisher Airlines New Delhi** as Ass. Guest Relation Supervisor from Jan 10.Responsible for **Meet And Assist** of all the Kingfisher 1st class guests, Basically Ministers, Business Tycoons, Royal Challengers Cricket Team and celebrities. I take care of Guest Relation Back office Work(maintaining the files and keeping a tap on the staff attendance) from Jan 10 till June 12
2. Worked with **Shangri-la Hotel New Delhi** as a Guest Relation Associate from May 08 to Jan10. Responsible for reservations, check -in, check - out, Food & Beverage, Service & Guest Relations for VIP guests at Horizon Club.

**PERSONAL DETAIL**

FATHERS NAME : Mr. Rajesh Sethi (Director & CEO, Pack Delta Ltd, Thailand)

NATIONLALITY : Indian

DATE OF BIRTH : 31 December 1987

MARITIAL STATUS: Single

**COMPUTER KNOWLEDGE**

* Microsoft Word
* Microsoft Excel
* Power Point

**LANGUAGES KNOWN**

English : read, write and speak

Hindi : read, write and speak

Punjab : Speak

**INDUSTRIAL EXPOSURE TRAINING**

UNIT - Shangrila Hotel, JanpathNew Delhi

PERIOD - 20 weeks(2 month in sales and marketing,1 month in food n beverage services ,2months in front office(Guest Relations and Services),15 days in learning services)

POSITION – Industrial trainee

**PERSONAL STRENGTH**

Self Motivated and Determined- To achieve success, one needs to be self motivated and determined to succeed

Success Oriented and Natural Leader

Team Player and Hardworking

**Learning agility and effective personal communication skills**

Leadership qualities

**HOBBIES**

* Socializing and interacting with people of various cultures.
* Listening to music
* Traveling and visiting new places