



Tonisha Chakraborty

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DATEOFBIRTH: 11thJuly,1996

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CAREER OBJECTIVE:

Looking forward for a challenging career that will provide ample opportunities for me to grow and to perform any organizational task in order to establish myself.

EDUCATIONAL QUALIFICATION:

- Completed 1year diploma in Hospitality, Travel and Tourism and Customer Service from Frankfinn Institute Of AirHostessTraining, Nagpur in Aug'19.
- Graduated B.com from Bilaspur Vishwavidyalaya in 2017.
- Passed 12th Board from CBSE in 2014.
- Passed 10th Board from CBSE in 2012.
- Pursuing PGDCA from CV Raman University.

SKILLS:

- Communication
- Multitasking.
- Prioritizing.
- Initiative and problem solving abilities.
- Dependability.

EXPERIENCES:

- Acquired customer interface experience through UDAAN.
- Gained a sound knowledge of customer skills through retail project in CRM.
- Got excellent team playing skills through PD field visit.
- Completed AMADEUS which is a Global Distribution System.

- Worked as Guest Service Associate in Courtyard By Marriott for 8 months from 5th Feb 2020.
- Currently working as a Front Desk Executive in Birla Open Minds International School, Mopka from 4th March 2023 till date.
- Have knowledge of administrative work.
- Have sound knowledge of MS Office.

JOB RESPONSIBILITIES:

- Was responsible for Check-in, Check-out, resolved guests queries and handled guest calls at AYS.
- Addressing and escalating customer complaints.
- Providing information about facilities, programs and other services.
- Help prepare welcome folders with collateral (e.g. room service menus, area descriptions)
- Provide information about amenities, area and venues and promote services.
- Anticipate guest needs and build rapport with customers.
- Handle the reception area.
- Help resolving the issues of the parents by co-ordinating with Principal Sir.
- Counsel parents for admission.
- Make official letters on MS Office.

STRENGTH:

- Keen and fast learner.
- Hardworker.
- Good and effective communication skills.
- Can accept challenges.
- Enthusiastic.
- Good listener.

NATIONALITY: Indian

LANGUAGES KNOWN:

- English
- Hindi
- Bengali

HOBBY: Listening to music, travelling.

DECLARATION:

I hereby declare that the above mentioned information is true to the best of my knowledge.

PLACE: Bilaspur

