



SUPRIYA SANTAN KUMAR

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JOB OBJECTIVE

To utilize the opportunities of working with a reputed and progressive organization where I can enhance my professional skill and strength in conjunction with the company's goal and objectives and face new challenges.

HIGHLIGHTS OF QUALIFICATIONS

- Outstanding customer service skills; diplomatic and patient with all types of individuals and organizational levels.
- Highly organized, with great attention to detail, time management skills and follow-through.
- Flexible; able and willing to learn new things.
- Professional in appearance and strong work ethic.
- Computer skills include: MS Office & use of internet.
- Able to communicate effectively (verbal and written) in English
- Experienced performing general office procedures.

EXPERIENCE

Working As Sales Agent at Deem Finance LLC Dubai from January 2020 to July 2020

Responsibilities

- Generating leads.
- Meeting or exceeding sales goals for credit card and loan.
- Convincing prospective clients.

- Helping in documentation for the personal loan till the disbursement.
- Preparing weekly and monthly reports.
- Giving sales presentations to a range of prospective clients.
- Corporate bulk sales closing.

Working As Guest Relation Manager at Elegant Salon Ramee Guestline Hotel from January 2016 to November 2019

Responsibilities

- Provide upscale guest service experiences for clients throughout their visit
- Ensure clients are properly greeted upon their arrival
- Billing and Complimentary voucher distributions.
- Monitor daily bookings
- Actively listen to and resolve complaints
- Ensure special guests, like disabled people, elderly, children and VIPs, receive personalized services
- Inform clients of our hotel services, including breakfast and dining options
- Manage guest relations team (including Receptionists and Concierges) to ensure we comply with all standards and operating procedures
- Appraise team's performance and produce regular reports
- Liaise with Housekeepers and Wait Staff to provide an overall comfortable guest experience
- Examine daily duties, assign tasks and check on progress
- Analyze customer feedback from guestbook and online reviews and suggest ways to improve ratings
- Establish friendly relationships with regular hotel clients

Worked As Recruitment Manager At Kotak Life Insurance from January 2015 to November 2015

Responsibilities

- Training and developing agents on commission basis.
- Supervise the activity plan of all agents to ensure these are being fulfilled as per the desired levels.
- Conduct weekly performance review (PRP) with agents & update Sales Management System.
- Promote & motivate agents for Career progression program to make them join the organization.

- Promote agents to use the Agent Portal & CRM for managing their customer
- & cross selling them for different products

Worked As Office Assistant at Dreams Job Career Solution from September 2011 to December 2014

Responsibilities

- Answer six-line phone system and direct calls as required
- Design and maintain filing and storage systems in the office
- Schedule travel arrangements for senior executives as well as clients, when applicable
- Greet clients and vendors upon arrival and direct them to appropriate offices
- Maintain office supply inventory
- Retrieve documents and files when requested
- Assist HR with sorting and collating resumes
- Read and route incoming mail and process outgoing mail
- Light accounting duties
- Create, edit, and update spreadsheets

QUALIFICATION

Degree	Course	Institute/Board	Year of Passing	% or Grade
Graduation	Bachelor of Commerce	Calicut University	2011	II Class

Skills and Strength :

Enthusiasm	Organizational Skills	Hardworking	Communication Skills	Team player
Diligence	Self-motivation	Proactive	Fast learner	Negotiating Skills

Personal Attributes :

- Accuracy/Planning and Time Management
- Initiative/Stress Tolerance
- Willingness to work in a flexible schedule and high workload

Achievements :

- Assumed responsibility of providing new employees with training and orientation
- Maintained attendance expectations
- Multi-tasked systems while providing service and resolving issues, upgrades, etc.
- Learned to operate new office technologies as they were launched and implemented.

Personal Interests

TRAVELLING

Personal Information

Place of Birth	: Mumbai, Maharashtra
Date of Birth	: 24 th October 1989
Gender	: Female
Marital Status	: Single
Nationality	: Indian
Languages Known	: English, Hindi, Malayalam
Religion	: Hindu
Country of Residence	: India
Passport No	: T4062833
Visa Status	: Employment Visa