

ABHAY SINGH

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➤ **Career Objective**

To grow my skills and utilize my abilities and traits for an organization which could ensure me a career growth and in return.

➤ **Career Synopsis**

- Currently working in super luxury condominium as part of main operations team.
- Worked in Hotel Ajanta as Front office executive.
- Experienced in BPO and direct counter sales.

➤ **Skills and Abilities**

- Service Coordination with minimum errors.
- Able to handle dissatisfied clients.
- Vendor management and Admin activities.
- Sound working knowledge of MS Office, Emails, Surfing etc.
- Good hand on EPBX, Printing machine, scanner and other office tools.

➤ **Experience**

Organization : DLF Aralias- Gurugram
Designation : Concierge Assistant
Period : 1st Oct 2019 – Till Date

• **Roles and Responsibilities:**

- ✓ Welcoming guests, visitors and directing them to appropriate departments or houses.
- ✓ Working as a part of operations team with control over the condominium.
- ✓ First and one point of contact for clients and internal departments.
- ✓ Coordinating and working as an information hub within the organization and for the residents.
- ✓ Responsible for generating morning and evening reports for the management.
- ✓ Proper and appropriate document filing and sharing with the respective department.
- ✓ Responsible for receiving the payment through different modes and handling some part of cashier activities.
- ✓ Attending the residents call, complains & queries providing them with solution and resolving the matter.
- ✓ Delivering services of housekeeping and maintenance team to residents within the TAT.
- ✓ Coordination with vendors and ensuring their accurate delivery of services to the residents.
- ✓ Responsible for timely processing of bills/invoices and ensuring timely payment to vendors.
- ✓ Responsible to maintain par stock and inventory of office stationery.
- ✓ Coordinating with the sales team/brokers for the clients visit and taking them for the show rounds.
- ✓ Responsible for executing the procedures required for move ins & move outs of the residents.
- ✓ Coordinating with the residents and club team for inhouse events being organized.
- ✓ Responsible for maintaining attendance and leave record.

Organization : Hotel Ajanta
Designation : Front Office Executive
Period : 5th May 2018 – 30th Sept 2019

• **Roles and Responsibilities:**

- ✓ Welcoming Guests and visitors.
- ✓ Responsible for check in and Check out.
- ✓ Handling dissatisfied guests to resolve complaints, take remedial action immediately
- ✓ Ensuring smooth operations over the hotel with on time delivery of services
- ✓ Handling Cash counter and billing of guests.
- ✓ Responsible to maintain office stationery and ordering as per the requirement.
- ✓ Responsible for direct upselling of rooms.
- ✓ Responsible for updating room inventory.
- ✓ Responsible for making daily reports.

Organization : Lava International
Designation : Customer Relations Executive
Period : Oct 2017 – April 2018

• **Roles and responsibilities:**

- ✓ Responsible for the daily operation on Lava store.
- ✓ Upselling of Lava mobiles by describing features.
- ✓ Maintaining stock on outlet.
- ✓ Making daily sales report.
- ✓ Meeting clients visiting the store and understanding their requirement and solving their concerns.

Organization : Intelenet Global Services
Designation : Tele caller (CCE)
Period : Jun 2016 – May 2017

• **Roles and responsibilities:**

- ✓ Responsible for the reporting and movement coordination of the field staff.
- ✓ Interacting with the bank clients for their payments issues and resolving their concerns.
- ✓ Responsible for the payments to be received and daily submission of the same.
- ✓ Generating the daily collection reports and sharing with the management.

➤ **Educational Qualifications**

- Graduate in Arts from CCS University, Meerut (2016-2020).
- Qualified Intermediate from CBSE, New Delhi (2014 – 2015).

➤ **Personal Details**

Father's Name : Sh. Naresh Chand
D.O.B. : 30th July, 1997
Current Address : Chhattarpur Delhi – 110074
Permanent Address : Bulandshahr UP – 203408

Date & Place :