



ANISHA SUNDAS



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Dubai. United Arab Emirates



PROFESSIONAL SUMMARY

- Bridging the gap between strategic plans and actual execution, working with cross functional matrix oriented teams to deliver the goals set by the Executive Team and where revenue is the measurement used to determine success.
- Excellent communicator, with aptitude for identifying critical drivers and structuring solutions to gain revenue. Passionate & Customer Focused leader with strong attention to detail.
- Worked diligently and persevered to reach perfection in any chosen profession. Learned new skills in managing service operations and customers' relations at the international level. Learned to create excellent service and customer satisfaction. Also shaped myself according to the best standard. Trained myself on taking up new challenges.



CORE SKILLS

Customer Acquisition
Implementing action plans.
Customer Service Management

Administration
Key Account Management
Relationship Management
Business Process & Operations
Time Management
Good at ERP system
Monitoring competitors.



Computer Skills

Mycroft Word
Mycroft Excel
Mycroft Power Point
Oracle JD Edward Distribution Module.



Languages

English
Hindi
Nepali
Bengali
Urdu

Sr. Team Member Supply Chain and Procurement**Emirates Flight Catering.**

- Initiated and actively involved in the implementation of Demand Planning process; optimum stock level was set for Food Store,
- Setting up ROP/ROQ levels according to historical and forecast based data.
- Successfully reduced the stock holding value by 1.32 Million Aed by reducing internal lead time.
- Implemented Health and Safety policies through correct identification in business requirements.
- Developed OHS awareness culture among employees and achieved 100% accident free day in February 2019 till day in Supply Chain Department.
- Complete understanding of business function in ERP JDEdward.
- Implemented fixed delivery schedule for regular supplier between unit to reduce bay engagement time.
- Eliminated bottle neck by introducing lean management approach between Central Warehouse and DIA.
- Conducted numerous shop floor training related to Hygiene and Safety.
- Played a part in implementing supplier performance matrix.
- Comprehensive listing product by category and specification to facilitate receiving process.
- Implemented vendor managed inventory for fast moving product by reducing the space requirement and cost of stock holding.
- Improve storage capacity by implementing modern warehouse techniques. Utilizing vertical space to gain on pallet space.
- Implemented paperless environment by introducing PDAs in warehouse. Total saving of 750K.
- Part of team in proving ISO procedures.
- Played an important part in ensuring CCP1 and CCP2 are met as per the guideline.

Guest Relation Executive**The Park, Kolkata.**

- Welcome guests during check-in and giving a found farewell to guest while checkout.
- Handling guest complaints and concerns in an efficient and timely manner.
- Overseeing VIP guests, arrivals and departures.
- Coordinating and multi-tasking job duties in a busy environment.
- Ensured up to date information is available on daily room occupancy
- Provided excellent customer service as per hotel standards.
- Providing information regarding the Hotel, town attractions, activities etc.
- Check on VIP reservations, complete their pre-registration formalities.
- Allocate rooms to all arriving guests.
- Maintained up-to date information on room rates, current promotions, offers and packages
- Maintained all guest folios in the manner instructed and type out necessary guest likes and dislikes to the appropriate fields on the profile.
- Co-ordinate with housekeeping for clearing of rooms.

Front Desk Executive**The Park, Kolkata.**

- Keeping front desk tidy and presentable with all necessary material.
- Greeting and welcoming desks as they approach the front desk
- Answering questions and addressing complaints
- Answer all incoming calls and redirect them or keep messages
- Receive letters, packages etc. and distribute them
- Prepare outgoing mail by drafting correspondence, securing parcels etc.
- Check, sort and forward emails
- Monitor office supplies and place orders when necessary
- Keep updated records and files
- Monitor office expenses and costs



EDUCATION

6th July 2013- 27th September 2016 (both the degree and the Diploma will be awarded in Sept 2016)

- Pursued Degree in BA Hospitality Management from Edinburgh Napier University, UK at International Institute of Hotel Management, Kolkata.

Website: www.napier.ac.uk , www.iihm.ac.in

- Pursued Degree in BSc in Hospitality and Tourism from Bharthiar University, India

Website: www.b-u.ac.in

- Pursued Advanced Diploma in Hotel Management from International Institute of Hotel Management, Kolkata.

Website: www.iihm.ac.in

- Passed Indian School Certificate from Rockvale Academy-2013
- Passed I.C.S.E. from St. Helens Secondary School – 2011



PERSONAL DETAILS

Date of Birth: 09/08/1994

Nationality: INDIAN

Visa Type: EMPLOYMENT



REFERENCES

Arun Ganga	Sr. Manager, Emirates Flight Catering
Mobile	0501898342
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Adil Akbar	Supply Chain Manager, Emirates Flight Catering
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