

NIMMY MATHEW. MBA, BA, HNCert

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Home Address:- Palackal House, Mallapally, East P.O, Pathanamthitta, Kerala, India

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PROFILE

- A result-oriented and dedicated professional with good and reasonable experience in the field of Hospitality, Customer Relations, Aviation, Travel Management, and Purchasing.
- MBA qualified professional with a Bachelor's Degree in English, Diploma and Edexcel (Level-5) Higher National Certificate from U.K in Aviation, Hospitality and Travel Management.
- Good Academic Record – Completed entire schooling in United Arab Emirates (Abu Dhabi) and India (Kerala).
- Professional background and familiarized in In-Flight Cabin Crew Operations, Airport Ground Handling Services, Sales, Front Desk Management, Reservation, Customer Handling Service and Purchase Coordination.
- Good level of understanding about how various functions in an organization integrates and how to handle the real-time work situations.
- Good communication and interpersonal skill with the ability to work in multi-cultural environment.

OBJECTIVE

Seeking a rewarding Aviation Hospitality, Travel Management, Customer Service, and Purchase Executive position/s within a progressive environment, involving high degree of responsibility, offering challenging assignments which capitalize on my accumulated knowledge and skill to provide an atmosphere for professional growth based on performance and accomplishments with matching monetary benefits.

ACADEMIA

- **Master of Business Administration (MBA) – General**
Madurai Kamaraj University | India | Year: 2017 – 2019
- **Bachelor of Arts (B.A.) – English Language (Major) / French Language / Journalism**
Kerala University | India | Year: 2009 – 2012
- **Professional Diploma – Aviation, Hospitality and Travel Management**
Frankfinn Institute of Air Hostess Training | India | Year: 2008 – 2009
- **BTEC/ HNC (Level 5) – Aviation Hospitality and Travel Management**
Edexcel | United Kingdom | Year: 2008 – 2009

CERTIFICATIONS & APPRECIATIONS

- In-Flight Cabin Crew Operations and Airport Ground Handling Services (from Jet Airways).
- Galileo CRS - Basic and Advanced Course
- Cross Training in Finance Management
- English Edge Program
- Basic Training in Swimming.

- First Aid
- ENcone English Course
- Service Culture Training
- Training Certificate in Hotel Orientation (St. Regis Hotels & Resorts)
- Food Safety Training
- Microsoft Excel Training
- Certificate of Recognition for winning Starwood's Hotel of the Year EAME 2014
- Certificate of Appreciation for St. Regis Best Brunch in Abu Dhabi at the TimeOut.

IF FORTE

- Operating Systems : Windows 10/8 /7/Vista/XP
- Package Reservation : Galileo, Amadeus, Abacus (Sabre) & Computerized Reservation
- Technical : Microsoft Office, E-Mail and Internet applications.

EXPERIENCE SNAPSHOT

- **Admin Assistant/Purchasing Coordinator**
050 Telecom | Al Quoz, Dubai | U.A.E **Jun' 2016 – Jan '2017**
- **Hostess/Customer Care Service**
St. Regis Hotels & Resorts | Abu Dhabi | UAE **Apr' 2013 – Nov'2015**
- **Front Office Executive**
Asiano Builders Ltd. | Kerala | India **Dec' 2012 – Mar' 2013**
- **Hosting & Customer Care Service (Internship)**
Various Companies | Kerala | India **Apr' 2010 – Jul' 2010**

KEY ACCOUNTABILITIES

During my tenure in **Hosting/Customer Service**, I provide an appropriate welcome at venues for guests and potential guests, maximizing their dining experience using technical and individual social skills. Handle table reservations and effectively control the flow of guests. Provide a warm and friendly welcome, leading guests and seating them at the table and to answer the telephone. The main duties and responsibilities in this role can be outlined as below:

- To report to the duty punctually wearing correct uniform with name badge and pride pin at all time.
- Assisting the guest with choice of venues where applicable and their choice of seating.
- Must know the brand standards set by the Company.
- Read daily events to acknowledge any VIP's on arrivals.
- Provide an appropriate welcome venue for guests and potential guests.
- Maximizing their dining experience using technical and individual social skills.
- Assist in the set-up of tables and display upon procedures.
- Lead guests to the table and seat them only if the table is fully set up.
- Exact knowledge of menus and steady information of the specialties.
- Maintaining a clear and organized reservation book.
- Be attentive to guests and resolved their complaints where possible. Reporting all incidents to your supervisor.
- Maintain responsibilities for cleanliness of hostess stations.

- Maintain responsibilities of cleanliness of all menus and drink menus.
- Provide courteous and professional service at all times.
- Correct preparation of all required operational materials in the back office and in the service control.
- Reporting of any guest comments to the superior.
- Sign in and out in the logbook before and after shift.
- Learning of safety, sanitation and hygiene practice.
- Participation in internal training and necessary meetings.
- Present check, perform cashiering function, bid guests' farewell and invite them to come back.
- Take table reservations and effectively control the flow of the guests in the restaurant ensuring maximum turnover.
- Updating the guest history data.
- Maintain complete knowledge of all services, venues and hours of operations, as they affect the areas of responsibilities.
- Able to account and handle cash effectively, efficiently, with integrity and follow established and proper accounting procedures.

During my tenure as **Administrative Assistant/Purchasing Coordinator** I was involved in:

- Handling front-office tasks, such as filing, generating reports and presentations, dealing with customers, setting up for meeting, and reordering supplies.
- Shortlisting of the CVs as per the requirements of the Human Resources.
- Using of computers to generate reports, prepare meeting minutes, and create presentations.
- Greeting and assisting the visitors.
- Maintaining a polite and professional communication via phone, e-mail and mail.
- Anticipating the needs of others in order to ensure their seamless and positive experience.

PERSONAL TRAITS AND STRENGTHS

- Good in Teamwork, interpersonal relationship and communication.
- Quick learner.
- Dynamic and Hard Working
- Dedication to Work
- Team facilitator, adaptable, flexible and corporate
- Confident and optimistic
- Strong determination and honesty.
- Excellent level of Health and Fitness.

LINGUISTIC PROFICIENCY

- English (Full professional proficiency)
- Malayalam (Native proficiency)
- Hindi (Full professional proficiency)
- Arabic (Elementary proficiency)

PERSONAL DATA

Name	Nimmy Mathew
Father's Name	Mathew George
Husband's Name	Geo P. Mathew
Date of Birth	22 nd November, 1990
Place of Birth	Abu Dhabi, United Arab Emirates
Gender	Female
Marital Status	Married
Visa Status	Residence Visa / Dependent Visa
Nationality	Indian
Hobbies	Music, Gardening, Travelling

PASSPORT DETAILS

Passport Number	N5917033
Place of Issue	Trivandrum, India
Date of Issue	18 th January, 2016
Date of Expiry	17 th January, 2026

REFERENCES

Excellent references shall be provided upon request.

DECLARATION

I herewith declare that the above furnished information is true to the best of my knowledge and belief.

NIMMY MATHEW