 CURRICULAM VITAE

Area of interest:

Front Office Department ,

Sales and marketing department.

Career objective :

I am a Graduate in English major and a P.G. Holder in Hospitality Management. Looking forward to join a reputable organisation in the field of hospitality where I can progress and enhance my skills and contribute with my knowledge and ambition for great achievements and enhance my career profile.

PERSONAL INFO :

NAME : TENZIN DOLEY

Contact no : (+91) **6000141658**

E mail : [tenzindoley99@gmail.com](mailto:tenzindoley99@gmail.com)

Linkedin ID : Linkedin.com/in/tenzin-doley-743036196

Nationality : Indian

Date of Birth: 29th July , 1993

Marital Status: Single

Address : Survey, Ajanta Path, House no. 44 , Guwahati , Assam, India

PS : Hatigaon , Pin : 781028

Educational Qualification :

* **Matriculation** from St. Montfort School . CBSE Board. (2010 )
* **Higher Secondary** from K.V. Crpf . CBSE Board (2012)
* **Bachelor in Arts with English Honours** from B.Booroah College, Gauhati University . (2012-2016)
* **Diploma in Computer Applications** from Saraighat Computer Training Centre. (2017)
* **Post Graduation Diploma in Hotel Management** from  **Institute of Hotel Management ( IHM, Guwahati branch ) 2017-2019**

Awards and Achievements :

* **Best Employee of the Month** ( September, 2019) at Waii International Hotel .

Work Experience :

* **Customer care executive**

BPO (Company name : ASAP Solutions, Guwahati)

From : May- September 2015

* **Industrial Training**

**Waii International Hotel** , Itanagar, Arunachal Pradesh.

Departments : Front Office , House-Keeping, Sales Team .

From: 02/08/18 – 02/12/18

* **Senior Front Office Associates**

**Waii International Hotel** **,** Itanagar , Arunachal Pradesh.

From : 07/12/018 - 17/ 01/20

* Currently working at **Hotel Nandan Heritage** as a **Front Office Executives,** Guwahati, Assam in the Front Office Department from 8th September 2020 .

Job Description :

* **Handling the shift properly.**
* **Maintain discipline, grooming and pleasant personality.**
* **Welcome the guest. Special instructions for VIP guests.**
* **Handle check-in , check-out and billing.**
* **Call handling.**
* **Assist the guest in their queries and problems.**
* **Maintain co-ordination and communications with other departments.**
* **Maintain the Log book, prepare duty rooster , records etc**
* **Maintain discrepancy report and dispatch files.**
* **Mail handling, Online portals such as Make my trip, Goibibo etc.**
* **Night audit. Etc**

Key Skills :

* PMS : IDS ( Internet Distribution System ) , FEDELIO .
* MS OFFICE : Ms Word , Ms Excel , Ms Powerpoint .
* Office Management and Interpersonal skills .
* Multi tasking strength in various dept. Notably : Reservation , GRE etc
* LANUAGE PROFIENCY : English, Hindi, Assamese, Tani dialects.

**EXTRA CURRICULAR AND HOBBIES :**

* Played Regional level **football** tournament.(Under – 19 )

Represented Guwahati region by K.v. Sangathan.

* Participated in **Blood donation** camp for the welfare society at Itanagar, Arunachal Pradesh.
* Played Regional level **Chess** Tournament organised by Kamrup Chess Association.

Declaration :

I Hereby Declare That Above Information Given Are True To The Best Of My Knowledge.

Tenzin Doley