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KEY SKILLS

- Advanced Microsoft Word
- Microsoft Excel & Powerpoint
- Outlook
- Canva

LAUNGUAGES

English	<div></div>
Hindi	<div></div>
Malayalam	<div></div>
Tamil	<div></div>

ANANDHAN K J

WORK EXPERIENCE

DIGITAL MARKETING CONTENT CREATOR

FREELANCE, KOLLAM, KERALA, INDIA

06, 2021 to 09, 2023

- Develop creative ideas.
- Suggest new innovative ways of delivering digital content and keep up-to-date with the latest digital marketing trends.
- Researching industry-related topics.
- Preparing well-structured drafts using digital word processing and publishing platforms.
- Lead on the day-to-day management of our digital channels, creating inspirational, informative and engaging content.
- Developed and executed graphic design projects, creating visually compelling graphics and enhancing brand identity.
- Collaborated closely with the internal design team to deliver visually stunning and user-centric designs that increased user engagement.
- Edit and proofread written pieces before publication.
- Promote content on social networks and monitor engagement.

GUEST RELATION AGENT

RADISSON BLU, MEDIA CITY, DUBAI

02, 2017 to 04, 2021

- Greet VIP guests and conduct special check-in and check-out services for these guests.
- Identify return guests and VIP's in advance.
- Collect and provide comprehensive information and coordinate VIP and/or Priority Club guest requests regarding hotel services, sporting events, places of interest, restaurants, theater, airline, transportation tickets, limousine rentals, sightseeing tours and any other information of interest.
- Respond appropriately to guest requests and complaints.

EXPERTISE

- Content creation
- Social media marketing
- Designing
- Event coordination
- Visualising
- Design research

QUALITY

- Attention to details
- Time management
- Interpersonal abilities
- Attentive
- Communication
- Work under pressure
- Quick learning
- Team work
- Presentation skills
- Active listening
- Emotional intelligence
- Problem solving

EDUCATION

- BA Economics, 2011 - 2014
Kerala University, India
- Higher Secondary, 2009 - 2011

- To ensure a proper use of the telephone etiquette as per standard.
- Escorts VIP guests to their allocated room and explain the facilities and room features.
- Prepares and coordinates the distribution of guest amenities, welcome letters and fruit setups for VIPs, SPG , long-stay guests, and the guests for the special program.
- Have the Courtesy Call program with the standard by the required frequency.
- Ensures clear communication between Concierge, Front Office, Butler service desk and Reservations in particular.
- Reports daily activities in logbook and attends daily operations briefings
- Familiarizes with hotel's emergency procedures.
- Performs other duties as assigned by Guest Relation Manager/Front Office Manager.
- To attend trainings and meetings as and when required.
- Provides information to co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Process guest requests for wake-up calls, screening calls, do not disturb, call forwarding, and non-registered guest calls.
- Resolve guest concerns and issues.

RECEPTIONIST CUM CUSTOMER SERVICE REPRESENTATIVE

THREE DIMENSION TRADE EST., DAMMAM, SAUDI ARABIA

01, 2015 to 10, 2016

- Maintain reception area.
- Ensuring the front desk is in optimal condition upkeep the image of the company.
- As a first point of contact, greet and attend to visitors professionally with excellent customer service.
- Provide necessary assistance & services on customer's enquiries, requests & complaints and to liaise with internal departments to meet or exceed customer's satisfaction.
- Answer & re- direct incoming telephone calls.
- Listen to customer's concerns, issues and questions
- Resolve customer's concerns and answer customer's questions to your best ability.
- Maintain a positive attitude and calmly respond to customer's complaints.
- Attract customers by promoting the product and company positively, answering questions and addressing concerns as they arise.
- Recommend possible products to meet the customer's needs.
- Refer issues and questions to managers if necessary.
- Prepare product and customer reports by gathering data collected during customer interactions.