

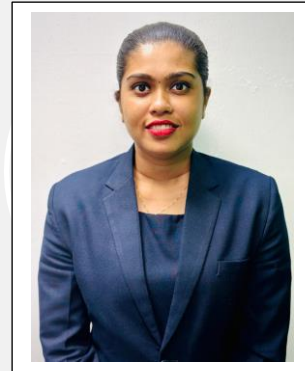
ARYA A

SENIOR GUEST SERVICE ASSOCIATE

📞 7561855318

✉️ aryakurup15@gmail.com

📍 Kerala



PROFILE SUMMARY

Dedicated and results-oriented **Front Office Senior Guest Service Associate** known for a proven track record of excellence in delivering exceptional customer service and managing essential administrative tasks. Possesses a strong background in the financial services industry, along with extensive knowledge of front office operations, client relationship management, and efficient workflow coordination. Proficient in handling complex inquiries and delivering tailored solutions to clients, consistently exceeding expectations in a high-pressure, client-facing environment. Notable for strong interpersonal skills, teamwork, and a steadfast commitment to maintaining compliance and confidentiality, thus being a valuable asset in any client-focused organization.

KEY SKILLS

Professionalism

Work Ethic

Client Relationship Management

Organizational skills

Detail-Oriented

Portfolio Management

Risk Assessment

Multitasking Skills

Reporting and Documentation

Problem-Solving Ability

Leadership skills

Interpersonal Ability

EMPLOYMENT CHRONICLE

SENIOR GUEST SERVICE ASSOCIATE | 14 Feb 2022 – 21 Oct

2023 HOLIDAY INN COCHIN IHG

Opera Software

TRAVEL DESK MANAGER | 11 Mar Oct 2019 – 31 Jan

2022 MASTER HOLIDAYS(HOLIDAY INN COCHIN IHG)

Opera Software

Duties & Responsibilities

- Developed and maintained strong client relationships.
- Ensured high levels of client satisfaction.
- Evaluated and mitigated risks associated with investments.
- Led and mentored junior team members.
- Collaborated with colleagues in various departments.
- Uphold a sincere and authentic relationship with guests.
- Foster a true sense of hospitality when interacting with guests.

ACADEMIC CREDENTIALS

BBA

2018

BANGALORE UNIVERSITY

HIGHER SECONDARY

2015

BOARD OF HIGHER SECONDARY EXAMINATION, KERALA, INDIA

SSLC

2013

BOARD OF PUBLIC EXAMINATION, KERALA, INDIA

COMPUTER SKILLS

- MS Office Packages
- Net browsing
- Basic Operation

LANGUAGES KNOWN

- English : Reading, Writing, Spoken Interaction
- Malayalam : Reading, Writing, Spoken Interaction
- Hindi : Reading, Writing
- Tamil : Spoken Interaction

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a client focused approach Skills include Patience, Attentiveness and a positive language.
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- **MANAGEMENT**- Management skills to direct others and review others performance.

PERSONAL DOSSIER

Gender : Female

Date of Birth : 15/03/1998

Marital Status : Single

Nationality : Indian

Permanent Address : Rajeendra Bhavanam, Nirathupara PO, Thidi, Koodal,
Pathanamthitta, Kerala, 689693

PASSPORT DETAILS

Passport Number : T2030676
Date of Expiry : 04/04/2029
Place of Issue : Trivandrum

REFERENCES

- **Mr. Praveen**
Duty Manager
Holiday inn Cochin IHG
Ph: +91 99952 31558
- **Mr. Nazar**
Managing Director
Master Holidays
Ph: +91 9847673322

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

Arya A