CURRICULUM VITAE

JOEL D'SOUZA

Al Mankhool, Dubai, U.A.E Mobile No: +971- 506481054 **EMAIL**: joeldsouzad@gmail.com

VISA STATUS – VISIT VISA

AVAILABILITY – IMMEADIATE JOINING.



OBJECTIVE

Seeking a carrier opportunity with in an established organization where my dedication and hard work will give me a position of substantial responsibility and excel under demanding situations.

AREA OF SPECIALITY

FOOD & BEVERAGE SERVICE AND CUSTOMER SERVICE.

ACADEMIC PROFILE

<u>Course</u>	College/School	<u>Board</u>	
BSc HS(Bachelor of hospitality science)	Laxmi memorial college of hotel management 2012 -2015	Mangalore university	
PUC	Pompei PU college Kinnigoli 2010 -2012	Karnataka Pre-University Education Board	
SSLC	Maryvale high school Kinnigoli 2007-2010	Karnataka Secondary Education Board	
STCW, PSF, BASIC FIRST AID AND CRISIS MANAGEMENT	Coral maritime institute Mumbai 2020	Directorate general of shipping government of India	

JOB EXPERIENCE (8 YEARS OVERALL)

- **EMRILL SERVICES LLC DUBAI, UNITED ARAB EMIRATES**. (JANUARY 2021 TO OCOBER 2023)
 - Worked as a concierge in Vida residence by Emaar.

- Greeting the guests/residents.
- Managing the guest's complaints.
- Performed basic administrative/ reception duties.
- Managing mails and distributing accordingly.
- Taking bookings for community recreation facilities like table tennis court, barbeque .arranging transportation and excursions on guest request.
- Taxi booing on guest request. providing information regarding local attractions.
- Managing resident request for housekeeping and maintenance work.

Also worked for short-term in other Emaar properties like Dubai marina Phase One, Emaar south and the Greens and Views communities.

JOHAANS COMMUNICATIONS BELMAN, UDUPI. (July 2020 to November 2020)

• Worked as a data entry operator.

♣ WAITER AT BOODAI VILLA, KUWAIT (11th October 2017- 26th August 2019)

- LAXMI MEMORIAL COLLEGE OF HOTEL MANAGEMENT, MANGALORE.(July 2016 to July 2017)
 - Worked as a trainer in food and beverage service and in front office operations for the students of bachelors in hospitality science.
 - Conducting practical sessions for the hospitality students.

RADISSON BLU PLAZA HOTEL, MYSORE. (May 2015 to July 2016)

- Worked as a guest service associate in coffee shop named spring.
- Welcoming the guest.
- Handling telephone calls and table reservations.
- Taking food and beverage order from guest.
- Serving food and beverage to guest
- Operating the point of sale system.
- Coordinating with kitchen department regarding guest orders.

INDUSTRIAL EXPOSURE TRAINING

 Under gone four months training at GOLDFINCH BANGALORE from 10th November 2014 to 28th Feb 2015.

SEMINARS AND WORKSHOPS ATTENDED

- Attended national level seminar in "ROLE OF HOSPITALITY EDUCATION IN CREATING SOUND PROFFESSIONALS".
- Attended national level seminar in "TRENDS IN THE DEVELOPMENT OF TOURISM IN INDIA".

ACHIVEMENTS

- Secured third rank in Mangalore university examination in B.Sc. Hospitality science in the year (2015).
- Awarded as the star employee of the month (march-2016) in Radisson Blu plaza hotel Mysore.
- ♣ Best outgoing student 2015 Laxmi memorial college of hotel management.

COMPUTER KNOWLEDGE

Operational level knowledge in M.S word, M.S excel, M.S Power point, IDS and Touché.

PERSONAL DETAILS

Father's Name: Jerome D'Souza

D.O.B: 19-2-1994 Nationality: Indian

Sex: Male

Passport Number: P7834795

LANGUAGE PROFICIENCY

<u>LANGUAGE</u>	TO READ	TO WRITE	TO SPEAK
ENGLISH	✓	✓	✓
HINDI	✓	✓	✓
KANNADA	✓	✓	✓
KONKANI	-	-	✓
TULU	-	-	✓

REFERENCE

PROF. PRASANNA SHETTY

PRINCIPAL

Laxmi Memorial College of Hotel Management

Mangalore, India

Mobile no: +91-7899501468

DECLARATION

I hereby declare that the above mentioned information is true to the best of my knowledge.

Place: Dubai

(Joel D'Souza)