



📍 International City Dubai

📞 +971525582069

✉️ bhawnajoshis4059@gmail.com

SUMMARY

Business-oriented Associate Manager trained to handle various issues and remain level-headed. Offering 5+ years of expertise overseeing Operations for organizations in the Hospitality. An enthusiastic personality with skills in handling multiple task and Good communication skill. Hardworking and reliable employee with extensive background operating cash registers, stocking merchandise and providing excellent customer service. Highly organized, proactive and punctual. Works well within team settings.

SKILLS

- Project Management
- Operations Management
- Customer Rapport
- Presentations
- Business Administration
- Business Development
- Public Speaking
- Problem Resolution
- Payment Processing
- Payment Collection

Bhawna Joshi

EXPERIENCE

October 2023 - Current

Cashier Bombay Chowpatti | Dubai , UAE

- Operated cash register or POS system to receive payment by cash, check and credit card.
- Accepted cash and credit card payments, issued receipts and provided change.
- Answered customer questions and provided store information.
- Delivered high level of customer service to patrons using active listening and engagement skills.
- Helped customers find specific products, answered questions and offered product advice.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Discounted purchases by scanning and redeeming coupons.

September 2021 - April 2023

Young Professional Ministry of Coal | Delhi, India

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Understood and followed oral and written directions.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Demonstrated leadership by making improvements to work processes and helping to train others.
- Planned and completed group projects, working smoothly with others.
- Collaborated with others to discuss new opportunities.
- Achieved cost-savings by developing functional solutions to problems.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Handled all the data related to coal production, despatch , Import and export

September 2020 - August 2021

Operations Manager Hotel Ramaya | Madhya Pradesh, India

- Inspected hotel rooms and public spaces to determine cleanliness and need for room updates.
- Handled guest complaints and offered complimentary services for hardship cases.
- Coordinated weekly staff schedule to accommodate ongoing and seasonal needs of hotel.
- Solicited feedback through questionnaires to evaluate levels of guest satisfaction.
- Mentored new employees, demonstrating best methods for servicing clients and guests.
- Oversaw reservations received from direct calls and provided room availability information.
- Managed scheduling, training and inventory control.
- Guided employees on understanding and meeting changing customer

needs and expectations.

September 2019 - February 2020

HR Management Trainee Punj Llyod Ltd. | Madhya Pradesh, India

- Created, organized and maintained employee personnel files to keep sensitive data secure.
- Helped with recruitment by posting job openings, screening resumes and scheduling interviews.
- Updated internal databases with new employee information, contact details and employment forms.
- Organized and stored employment forms and information.
- Assisted with new hire orientation preparation, scheduling and administration.
- Posted and updated job ads from job boards and social networks.
- Worked on multiple projects simultaneously in fast-paced environment.

July 2015 - June 2017

Operation Supervisor Hotel Ramaya | Gwalior, India

- Trained, mentored and motivated employees to maximize team productivity.
- Oversaw implementation of procedures, goals and objectives within operations.
- Conduct room inspections ensuring quality cleanliness.
- Helped in all aspects of hotel operations, including front desk, reservations, concierge and customer service.
- Developed work plans and schedules for employees to facilitate adequate staffing for service requirements.
- Engaged employees to create safe, energetic work environment through feedback and recognition.
- Reviewed reports on employee attendance, productivity and effectiveness to evaluate performance.

EDUCATION AND TRAINING

July 2019

MBA | Human Resource & Marketing Management

Army Institute of Management & Technology, Delhi NCR

May 2015

Bachelor of Science | Physics, Chemistry & Mathematics

Jiwaji University, Gwalior, Madhya Pradesh

May 2012

High School Diploma

Jawahar Navodaya Vidyalaya, Champawat, Uttarakhand

ACCOMPLISHMENTS

- Managed various events like Annual fest and Annal Sports meet at college level.
- Active member of the decoration committee at college.
- Headed the sports committee at school level.

LANGUAGES

English:

B2

Upper Intermediate

Hindi:

C1

Advanced