

SHANOJ KAVILE VALAPPIL

PROFESSIONAL SUMMARY

Experienced Front Desk Executive cum Administrative professional with a demonstrated history of managing office operations and delivering exceptional customer service. Proven expertise in handling a wide range of administrative tasks, including scheduling, correspondence management, and maintaining office supplies. Skilled in efficiently managing front desk duties, including welcoming guests, answering inquiries, and handling phone calls. Known for maintaining a professional demeanor while multitasking in fast-paced environments.

WORK EXPERIENCE

HOTEL SAHARA SUITES BANGLORE (MAR 2017 – OCT 2021) **HOTEL SWEETY INTERNATIONAL KANNUR (2022 –2023)** **FRONT DESK EXECUTIVE**

- Managed front desk operations, including guest check-in/check-out, reservations, and handling guest inquiries.
- Coordinated with housekeeping and maintenance teams to ensure seamless guest experiences.
- Handled cash transactions and maintained accurate records of daily transactions.
- Managed telephone switchboard and directed calls to appropriate departments.
- Provided excellent customer service to hotel guests, ensuring their needs were met promptly and professionally.
- Assisted in organizing events and managing conference room bookings
- Handled online bookings and reservations via Goibibo.com and Make My Trip.
- Provided exceptional customer service and addressed guest inquiries and concerns.
- Processed payments and maintained accurate records of transactions.

AAA HOMES W.L.L BAHRAIN (OCT 2015 – JAN 2016) **FRONT DESK EXECUTIVE**

- Managed front desk operations, including greeting visitors, answering inquiries, and directing them to appropriate personnel.
- Handled phone calls and correspondence, ensuring messages were relayed promptly.
- Assisted in scheduling appointments and managing conference room bookings.
- Maintained reception area and ensured a professional and welcoming atmosphere for guests.
- Handled administrative tasks such as filing, data entry, and coordinating office supplies.
- Receive, sort and distribute daily mail/deliveries
- Provide basic and accurate information in-person and via phone/email
- Perform other clerical receptionist duties such as filing, photocopying, etc.
- Keep updated records of office expenses and costs

G4S W.L.L HEAD OFFICE,QATAR (JULY 2011 – AUG 2014) **CONTROL ROOM OPERATOR & ADMIN ASSISTANT**

- Monitored and operated CCTV and security systems, ensuring the safety and security of premises.
- Managed incoming calls and dispatching security personnel to incidents as required.



CONTACT

00971- 563675399, 00971-588779573

Shanoj200@gmail.com

Dubai, UAE

<http://www.linkedin.com/in/shanoj-kavile-valappil-391240136>

PASSPORT DETAILS

Passport No : P8103688

Visa Status : Visit

EDUCATION

- Bachelor degree certificate
- 2 from State board
- SSLC from State board

COMPUTER PROFICIENCY

- Proficient in MS Office Application Internet & Email Applications.

EXTRA SKILL

- videography & photography & editing

- Compiled daily incident reports and maintained accurate records of security operations.
- Provided administrative support to the office, including data entry, filing, and document management.
- Assisted in scheduling and coordinating meetings, handling correspondence, and managing office supplies.
- Manage the main switchboard, answer all the calls and direct them to the right department promptly and courteously.
- Making Idle reports of guards on daily basis.
- Keep a record of any incidents and report these to the Duty Security Officer
- Undertake any other duties that are necessary within the Security Control room

REFERENCE

- Sahara Suites
Jabir chirammal: manager
ph: 00971- 563675399, 00971-588779573
- G4S Qatar
Ref.No: MSSD/SC/387/08/2014
13th August 2014

SKILLS AND ABILITIES

- Customer Service
- Communication
- Organizational Skills
- Attention to Detail
- Problem-Solving
- Computer Proficiency
- Time Management
- Teamwork
- Professionalism

LANGUAGE

- Malayalam
- English
- Hindi

☎ : 9591412255

Ph : 080 - 41608222
080 - 41609222

GSTIN: 29AAKFH0572NIZV



To Whom It May Concern

This is to certify that Mr. Shanoj Kavile Valappil was working with us As "Receptionist" From March 2017 to October 2021.

During this period his, his Services were found to be satisfactory in carrying out the job duties.

Work responsibilities were to:

- 1) Greet guests in a professional Manner.
- 2) Operate multi line phone system
- 3) Responsible for filing, faxing, copying, and data entry as assigned.
- 4) Responsible for typing memos, correspondence, reports other documents as assigned.
- 5) Assist with maintaining conference reception area organized at all times.
- 6) Perform a variety of other clerical duties as assigned.

He has left us on his own accord, He is really an asset to any organization, and we wish him all the best in his future endeavors.

Hotel Sahara Suites
#84, Old No. 12/2, Hosur Road,
Madivala, Bangalore,
Karnataka - 560 068.

Jabir Chirammal

Managing Director



جي ٤ إس قطر

G4S QATAR

Capital : QRs. 300,000

P.O. Box : 18592

Doha - Qatar

Tel.: +974 44066000

Fax: +974 44066199

E-mail : info@qa.g4s.com

www.g4s.com

Reference No. MSSD/SC/387/08/2014

13th August 2014

Service Certificate

To Whom It May Concern:

This is to certify that **Mr. SHANOJ KAVILE VALAPPIL** (Clock No. 9905), bearing Indian Passport No. **G3544142** has been employed with G4S Qatar since 8th July 2011 till 10th August 2014.

He performed his duties at the satisfactory standards of the company and he left the company at the rank of a **Control Room Operator**.

This certificate is issued with no obligation or liability to G4S Qatar for whatever legal purpose this may serve him best.

G4S Qatar is wishing him all the best in his future endeavor.

Muhammad Suhail
National Operations Manager
Manned Security Services
G4S Qatar

BRANCHES:

Doha Branch
P.O. Box 18592
Doha - Qatar
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Fax +974 44663282

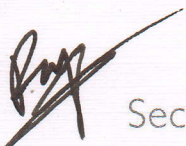
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Tel. +974 44870346
Fax +974 44142324



Securing Your World



Work Visa تأشيرة عمل

للتأكد من سلامة إصدار
هذا التصريح، يرجى
مراجعة موقعنا
الإلكتروني أو الاتصال
بمركز خدمات الزبائن
على الرقم المبين أدناه

To Verify the
validity of this
work permit
please visit our
website or contact
LMRA Call
Centre as listed
below

www.lmra.bh

Work Visa Details

Work Visa No.	7459386
Issue Date	29-10-2015
Expiry Date	29-11-2015
Permit Period (Months)	24

بيانات تأشيرة العمل

رقم تأشيرة العمل
تاريخ الاصدار
تاريخ الانتهاء
مدة تصريح العمل (بالأشهر)

Expatriate's Details

Expatriate's Name	SHANOJ KAVILE VALAPPIL
Personal No.	860472949
Occupation	RECEPTIONIST
Nationality	INDIA
Gender	Male
Date Of Birth	04-04-1986
Passport No.	G3544142
Issue Date	24-07-2007
Expiry Date	23-07-2017
Place of Issue	KOZHIKODE

بيانات الوافد

اسم الوافد
الرقم الشخصي
الوظيفة
الجنسية
الجنس
تاريخ الميلاد
رقم الجواز
تاريخ الاصدار
تاريخ الانتهاء
مكان الاصدار

Employer Details

Employer's Name	AAA MAINTENANCE W.L.L
Employer's No.	4791502

بيانات صاحب العمل

اسم صاحب العمل
رقم صاحب العمل

Fee Receipt No.

رقم إيصال تحصيل الرسوم

Administrative Fix
Charges

رسوم إدارية ثابتة

لا يسمح لصاحب التأشيرة بدخول البلاد في حالة عدم تطابق بياناته مع جواز السفر
Person will be denied entry if there is mismatch between the passport
data and the NOC

شروط تصريح العمل المرفقة جزء لا يتجزأ من هذا التصريح
The work visa rules attached and conditions are a part of this work
visa



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P.O.Box: 18333, Manama – Kingdom of Bahrain
Labour Market Regulatory Authority

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صندوق بريد رقم: 18333، المنامة – مملكة البحرين
هيئة تنظيم سوق العمل

The conditions of the Work Visa

First: The employer:

1. Employ the foreign employee for the same occupation mentioned in the work visa.
2. Employ the foreign employee for the same workplace mentioned in the work visa or any branches that have the same activities.

Second: The foreign employee:

1. Do not engage in any work not mentioned in the work visa.
2. Avoid absenting from work without the excuses stipulated by the law or without the permission or consent of the employer for more than fifteen days.
3. Only work in the workplace mentioned in the work visa or in any branches that have the same activities.

شروط تصريح العمل

أولاً: بالنسبة لصاحب العمل:

1. استخدام العامل الأجنبي لأداء ذات العمل المنصوص عليه في تصريح العمل.
2. استخدام العامل لمزاولة العمل في المقر المبين في التصريح، أو في فروع صاحب العمل التي تزاوّل ذات النشاط.

ثانياً: بالنسبة للعامل الأجنبي:

1. عدم مزاولة أي عمل غير منصوص عليه في تصريح العمل.
2. عدم ترك العمل في غير الأحوال التي ينص عليها القانون، أو بدون إذن أو موافقة صاحب العمل مدة تزيد على خمسة عشر يوماً متصلة.
3. مزاولة العمل في مقر العمل المبين في التصريح، أو في فروع صاحب العمل التي تزاوّل ذات النشاط.