



CONTACT

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EDUCATION

Bachelor of Hospitality and Hotel Administration

INSTITUTE OF HOTEL MANAGEMENT, SHIMLA

2015 - 2018

SKILLS

- Organization and Time Management
- Attention to Detail
- Technology Proficiency
- Communication and Empathy
- Problem-Solving and Patience
- Active Listening
- Teamwork and Conflict Resolution
- Adaptability and Professionalism
- Data Entry and Multitasking
- Problem Identification and Conflict Management
- Positive Attitude and Continuous Learning
- Proactive Communication

SANATH RAJ

An adaptable, goal-oriented professional with 5 years of experience in customer engagement industry developing outstanding interpersonal, communication, and analytical abilities as well as the capacity for efficient time management. Seeking a demanding role at a reputable company to broaden my knowledge and skill set and significantly contribute to the success of the organization

WORK EXPERIENCE

ADMIN ASSISTANT / CLEARANCE OFFICER Sept 2020- Present UPS EXPRESS PVT LIMITED

- Facilitating swift resolutions with customs officials to surpass satisfaction targets.
- Proactively addressing customer concerns via verbal and written communication.
- Accurate management and processing of supporting documents.
- Proactive compliance with import laws to prevent costs.
- Providing fast and friendly service for inquiries and complaints.
- Clearing High Value Virtual shipments within set time frames.
- Handling execution and closure of Special request cases.
- Efficient reconciliation, reducing processing time for shipments.
- Resolving cases of virtual shipments, both high and low value.
- Optimizing virtual shipment processes, reducing case handling time by 50%.
- Leading manual segregation process for cargo and courier shipments.
- Utilizing strong data entry and verification skills for error-free trade documents.

SPORTS LEADER/SALES MANAGER Sept 2017- Mar 2018 DECATHLON SPORTS INDIA LTD

- Spearheaded the football section of the store, achieving sales growth that surpassed revenue targets.
- Devised and executed targeted marketing strategies, attracting key demographics and driving demand for football products.
- Optimized inventory control through cycle counts and proactive shrink risk identification.
- Established collaborative partnerships with local schools, colleges, and academies to promote football products through sponsorships and sporting events.
- Nurtured strong customer relationships, surpassing satisfaction benchmarks.
- Functioned as the "Daily Manager" for the store, effectively overseeing a team of 8 members.

INTERNSHIP

INDUSTRIAL TRAINEE Aug 2018-Sept 2018 LEMON TREE HOTELS, NEW DELHI

- Managed housekeeping operations for an exclusive suite floor, prioritizing superior guest experiences.
- Oversaw room hygiene, laundry services, and supply management, consistently meeting stringent hotel standards.
- Acted as a frontline representative, proactively addressing guest queries and concerns at the front desk.
- Demonstrated real-time communication skills to resolve customer grievances and maintain high satisfaction levels.
- Proved ability to prioritize tasks, delegate effectively, and lead a cohesive team toward achieving shared goals.
- Highly adaptable and detail-oriented, ensuring the smooth functioning of both housekeeping and front desk operations.

CERTIFICATIONS

Participated in in the 6th S. K Sharma All INDIA football tournaments

Attained first position in Zonal level football tournament. (ZONE-XXI).

Participated in CBSE clusters and inter-zone football tournament.

LANGUAGES

English

Hindi

INDUSTRIAL TRAINEE

Dec 2016-Mar 2017

HOTEL PANORAMA GRAND, DUBAI

Front Office

- Tracking individual and group reservations.
- Handling guest IDs (Passport) for verification and portal upload.
- Addressing customer queries at the reception and providing necessary information for swift resolution.
- Updating guest details on the hotel portal (Oracle).

Housekeeping:

- Managing records for guest supplies and toiletries.
- Timely service/cleaning of guest rooms and the lobby.
- Monitoring the timely supply of guest room linen.

Food Production:

- Ensuring proper vegetable and meat cuts.
- Maintaining hygiene and sanitary standards as per hotel policy.
- Keeping the working range easily accessible for chefs.
- Maintaining the set temperature of the grill and tandoor consistently.

Food and Beverage Service:

Conducting timely inventory checks for food and beverage supplies.

- Creating reports for kitchen orders of perishable and non-perishable items.
- Passing kitchen order tickets to the chef for correct meal preparation.
- Ensuring the restaurant layout is always accessible for guests.