



# AJAY MELWIN

## SKILLS

- Financial Management:
  - Billing
  - Cash Book Maintenance
  - Night Audit
- Technical Proficiency:
  - TALLY
  - IAB
  - SAP
  - QuickBooks
  - Peachtree
- Customer Relations:
  - Guest Satisfaction
  - Conflict Resolution
  - Customer Master Data Management
- Front Office Operations:
  - Reservation Management
  - Check-in/Check-out Procedures
  - Guest Services
- Team Coordination:
  - Staff Scheduling
  - Duty Roster Allocation
  - Interdepartmental Coordination
- Bar Management:
  - Bar Supervision
  - Inventory Control
  - Excise Book Management
- Food and Beverage Service:
  - Service Standards
  - Menu Knowledge
  - Order Processing

## WORK EXPERIENCE

- Supervisor
  - Green Land Resorts Ranipuram(October 2023 to April 2024)
- Front Office and administration executive
  - Bekal Club and Bekal Recreation Centre, Padannakkadu, Kanhangad, Kasargod (February 2022 to September 2023 (1.5 years))
- Front Office Assistant & Supervisor
  - Heritage Methanam, Ernakulam, and Xavier's Residency, Kollam (April 2021 to February 2022)
  - Coordinated with various departments to ensure seamless guest experiences
  - Oversaw bar operations, maintaining stock registers and excise books
  - Implemented efficient duty rosters and conducted night audits
- F&B Assistant
  - Bakel Club, Padannakkadu (November 2020 to March 2021 (part-time, 5 months))

## OBJECTIVE

A highly experienced professional with a strong background in accounts, front office management, bar supervision, and customer service. Seeking a challenging position where I can leverage my diverse skill set, meticulous attention to detail, and exceptional interpersonal abilities to contribute to the success of an esteemed organization. Dedicated to delivering excellence and enhancing operational efficiency, I am eager to bring my expertise to a dynamic team and drive impactful results.

## ADDRESS

Axis 6,  
Dubai Silicon Oasis,  
Dubai, UAE

**Visa Status:** Visit Visa

**PASSPORT NUMBER:** T8528098

**DOB:** 01/12/1997

**NATIONALITY:** Indian

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**Mob:** +971 544756880

**LANGUAGE KNOWN:**

English, Tamil & Malayalam

- MTS CFLTC Staff
  - CFLTC Sa-Adiya (May 2020 to October 2020)
  - Managed patient master data and provided efficient data entry and query resolution services

## **EDUCATION**

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- F&B Service and Front Office Management, S. N. College Periya (2021)
- Bachelor of Commerce, Kannur University (2017-2020)
- HSS, St Joseph's HSS Thalasseri (2015-2017)
- Matriculation, St Mary's English Medium School, Cherupanathady (2014)

## **CERTIFICATIONS**

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- CCH (Certification in Computer Hardware), 2019
- PDIFA (TALLY, IAB, SAP, QuickBooks, Peachtree), G-TEC Computer Education, 2019-20