

JINU THOMAS

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Al Zahiya, Abu Dhabi.



OBJECTIVE :

Experienced IT Assistant with a background in the hotel industry, seeking a challenging role where I can apply my expertise in providing technical support and managing hospitality-specific technology systems.

PROFESSIONAL SUMMARY:

Dedicated IT Assistant with 2+ years of experience in the hotel industry, providing essential technical support to ensure the seamless operation of technology infrastructure. Proficient in managing hospitality-specific software, troubleshooting guest-related issues, and maintaining IT systems critical to the smooth functioning of the hotel. Committed to enhancing the guest experience through efficient IT support.

SIZZLE HOUSE RESTAURENT, Kottayam, Kerala

Designation: IT Assistant (May 2022 - Oct 2023)

JOB PROFILE:

- Provided technical support to hotel staff and guests, addressing hardware and software issues promptly and effectively.
- Assisted in the procurement of hardware and software specific to the hotel's needs, ensuring the compatibility and functionality of IT solutions.
- Assisted in setting up and maintaining guest service technology, such as in-room entertainment systems, key card access, and guest-facing kiosks
- Trained new staff members in service standards, menu knowledge, and cashier procedures.
- Collaborated with the kitchen to ensure timely and accurate delivery of orders.
- Resolved guest concerns and complaints promptly and effectively, resulting in high customer satisfaction.
- Implemented upselling techniques to increase overall check averages and boost restaurant revenue.
- Enforced health and safety regulations to maintain a clean and safe dining environment.
- Conducted daily cash reconciliations and reported any discrepancies to management.

NAYDHAL THE COAST RESTAURENT, Coimbatore, Tamilnadu

Designation: Senior Waiter (Jan 2021 – Jan 2022)

JOB PROFILE:

- Coordinate with event planners and colleagues to ensure the successful execution of private events and parties.
- Ensure that menus are presented neatly and accurately to guests, highlighting daily specials and promotions.
- Foster strong relationships with regular customers, remembering their preferences and ensuring a personalized dining experience.
- Assist in inventory management by tracking the availability of menu items and reporting inventory needs to management.
- Handle special dietary requests with care and attention, ensuring that guests with allergies or dietary restrictions are accommodated.
- Make post-visit follow-up calls or emails to guests to inquire about their experience and gather feedback for improvement.

EDUCATIONAL BACKGROUND

Level	Diploma in Enterprise Network Engineering
College Name	Malabar Christian College
Location	Kozhikode, Kerala, India
Year of Passing	2018-2019
Level	12th
College Name	ST. Merrys Higher Secondary School
Location	Kallanode, Kerala, India
Year of Passing	2015

IT SKILLS

- Technical support and troubleshooting.
- Hardware and software installation
- Knowledge in Excel, PowerPoint, Word skills.
- Junior speed in Typewriting English Speed.
- Certified as Diploma in Enterprise Network Engineering .
- Experience in Petpooja Software in Billing.

PERSONAL DETAILS

Father's Name	Mamman Joseph
Date of Birth	27 Dec 1997
Nationality	Indian
Gender	Male
Marital Status	Single
Languages	Malayalam, English, Hindi & Tamil
Permanent Address	Thekkekkarotte House, Koorachundu(PO), Kerala - 673527.

Passport Number	Issue Date	Expiry Date
S7875832	27-11-2018	26-11-2028