



VANDANA CHETTRI

FRONT OFFICE EXECUTIVE

CONTACT

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Soreng737121

EDUCATION

2018-2019

WARDIERE UNIVERSITY

- Diploma in Hospitality Management

2018

1 .SHIKSHA BHARATI PUBLIC SCHOOL, NEW DELHI DWARKA SECTOR7

SKILLS

- Customer Service Excellence
- Mail Handling and Distribution
- Workflow Planning and Coordination
- Visitor Management and Reception
- Document Management
- Travel and Itinerary Planning
- Multitasking and Time Management
- Reporting and Documentation
- Problem-solving and Conflict Resolution
- Proficiency in MS Office (Word, Excel, PowerPoint)

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Nepali(Fluent)

PROFILE

Highly motivated employee with desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

WORK EXPERIENCE

Summit Hotels and Resort

2021-CURRENT

Front Office Executive

- Provided customer services support to clients over the phone and in person.
- Managed incoming calls and emails in timely manner.
- Prepared weekly reports summarizing customer service issues encountered during the week.
- Developed strong relationships with customers through effective communication skills.
- Created reports based on data collected from front desk activities such as customer visits, appointment schedules.
- Greeted customers, answer inquiries, and directed to the appropriate department.

ACHIEVEMENTS

- Recognized as "Employee of the Month" twice (October 2022, May 2023) for exceptional customer service at Summit Hotels
- Played a vital role in increasing customer satisfaction scores by 15% in 2022, through improved communication and problem-solving efforts.

REFERRED BY

Shreshtha Johri T181800