



# JYOTIKA SHARMA

📍 Abu Dhabi, UAE

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## CORE QUALIFICATIONS

- Bookkeeping
- Security surveillance
- Mail management
- Reception management
- Telephone switchboard operating
- Addressing complaints
- Inbox management
- Administrative support
- Printer maintenance
- Fax machine operating
- Staff performance reviews
- Hospitality expertise
- PMS software
- Guest complaint management
- Guest booking management

## EXPERIENCE

October 2021 - January 2022

**HOSPITAL FRONT OFFICE EXECUTIVE GRE | UAE**

- Processed customer payments when required, processing through card, Apple Pay, cash or virtually.
- Helped visitors feel comfortable and valued by offering support and beverages when required.
- Answered all email enquirers within a minute time frame, keeping within allocated reply targets.
- Coordinated and allocated tasks of housekeeping team daily.
- Effectively and efficiently dealt with customer complaints, offering smart solutions to maintain customer satisfaction and loyalty.
- Managed front office phone systems, answering both internal and external calls regarding company queries, complaints and other information.
- Resolved guest issues promptly to improve customer experience.
- Maintained an active security presence by regulating office movements, screening customers and other tasks as required.
- Used smart upselling techniques to increase customer purchases, including room upgrading and service add-ons when checking in.
- Answered phones politely and professionally, dealing with matters including bookings and general queries.
- Kept front desk organised, clean and presentable to maintain an excellent first impression for guests.
- Handled guest complaints in a polite and friendly manner, providing effective solutions to maintain customer retention.
- Managed reception staff schedules, coordinating based on budgets, busy front desk periods and contracted hours.
- Successfully maximised revenue through excellent sales techniques, upselling and negotiation.
- Delegated administrative and employer needs qualified employees to promote sense of responsibility and balance operational needs.
- Respected business commitment to environmental preservation by making sure employees saved energy, recycled and sorted waste.
- Led team to exceed goals regarding mystery audits, customer comment indexes and quality evaluations.
- Remained flexible working different shift patterns by accepting call-ins to cover shifts not filled by scheduled employees.

June 2018 - September 2021

**Senior Cashier India Palace Restaurant | Abu Dhabi, UAE**

- Maintained clean, tidy and organised checkout areas.
- Worked overtime shifts to maintain optimal workflow during busy periods or times of unexpected high volume.

- Monitored shop floor for suspicious customer behaviour and signs of theft, following company procedures to prevent shoplifting.
- Completed opening and closing procedures, verifying proper cash-on-hand amounts and allocating resources.
- Prepared daily cash deposits to move funds to financial institution.
- Consulted with customers to help with purchasing decisions.
- Minimised fraudulent transactions by assessing notes when processing payments.
- Reconciled POS system reports to identify and correct cash-handling errors and reduce discrepancies.
- Handled high-volume credit and cash transactions using Point Of Sale (POS) systems efficiently.
- Helped customers with specific item requests by answering questions and offering knowledgeable product advice.
- Trained new team members in cash register operation, stock procedures and customer service.
- Maintained high productivity by efficiently processing cash, credit and debit payments.
- Calculated and provided accurate change to customers after transactions.
- Promoted sale prices and promotions and redeemed coupons to offer competitive prices and boost customer loyalty.
- Verified register at beginning and end of work shifts to help with error-free money handling.
- Supported salesfloor and stockroom staff during busy periods, contributing to stock replenishment and store zoning.

## EDUCATION

2021

**B.ED** | EDUCATION

SIKKIM MANIPAL UNIVERSITY, SIKKIM

2015

**Bachelor of Arts** | ENGLISH HONOURS

SIKKIM MANIPAL UNIVERSITY, SIKKIM

2006

**Certificate of Higher Education** | ARTS

T.G.H.S.E, DARJEELING

## CERTIFICATIONS

Completed Basic course in Computer Application .

## LANGUAGES

**Nepali:** First Language

**ENGLISH :** C1

Advanced

**Hindi:** B1

Intermediate

**Arabic:** A2

Elementary