

**Manoj Singh Navalurkar**  
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## SUMMARY

Energetic concierge with over 2 years of successful experience offering superb customer service in a very busy environment, while meeting high expectations of residents and management staff. Dependable with the strong work ethic and high level of performance. Strong organisational skill and attention to detail.

## CAREER OBJECTIVE

To work with best of my abilities and skills in order to benefit my organization also to be better other in this competitive Time an influential position in the organization.

## SKILLS

**Basic computer's** Ms office, Mailing, Ms excel, Social media.

## EXPERIENCE

Feb-2021 - Till Today	<b>Emrill services llc</b>
Concierge	Meeting and greeting clients. Booking meetings. Arranging couriers. Keeping the reception area tidy. Answering and forwarding phone calls. Screening phone calls. Sorting and distributing post. Keeping all records of visitors and deliveries. Attending the customers/ residents complaints.

## PROJECTS

<b>Project Name:</b> Customer satisfaction	<b>Project Duration:</b> 6 Month
<b>Project Detail</b>	Customer satisfaction survey. Monitoring of customer complaints through help desk. Monitoring of recurring purchases through CRM. Monitoring of social media engagement. Online sentiment monitoring.

## EDUCATION

Degree/Course	Institute/ College	University/ Board	Percentage/ CGPA	Year of Passing
M.com	Government first grade college, Gadag Karnataka	Karnataka University	66 %	2017

## STRENGTHS

Analytical thinking.  
Teamwork.  
Direct-response emails.  
Punctuality.  
Listening skills.  
Negotiation.  
Problem-solving.

## AREAS OF INTERESTS

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Volunteering, community service or charity work.  
Sports such as competing on a team or in a league, hiking or other forms of exercise.

## HOBBIES

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Playing Snooker and Ball badminton

## UAE MANUAL DRIVING LICENSE NO:03

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## PERSONAL DETAILS

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Address	Jebel Ali industrial area, full circle building Dubai, United Arab Emirates
Date of Birth	10/01/1994
Gender	Male
Nationality	Indian
Marital Status	Single
Languages Known	English, Hindi and Kannada

## DECLARATION

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I hereby declare that all the details furnished here are true to the best of my knowledge and belief.

Manojasing Navalurkar