



ASWANI VALSAN

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Objective

Seeking to utilize excellent communication, interpersonal, and organizational skills to complete tasks. Reliable with a good work ethic and the ability to quickly adapt to new tasks and environments.

Experience

- **India, kerala** 2019 - 2023
Customer service Executive
 - Managing guests' experiences.
 - Greeting and checking in guests as they arrive.
 - Ensuring guests have a pleasant experience.
 - Arranging reservations.
 - Handling complaints as they arise.
 - Managing security and telecommunications systems.
 - Handling queries and complaints via phone, email and general correspondence.
 - Transferring calls as necessary.
 - Taking and ensuring messages are passed to the appropriate staff member in time.
 - Managing meeting room availability.

Education

- **Calicut University** 2014-2017
Bachelor of science (BSc Zoology)
4.25
- **Sted council** 2017-2018
Diploma in Management
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Skills

- Adaptable and Flexible, Shift Work, Proper phone etiquette & Appointment setting
- Excellent customer service skills.
- Great leadership skills. Effective communication skills.
- Customer Inquiries & Accurate data entry
- Client Requirements & Excellent Communication
- Knowledge of the hospitality industry. Familiar with MS Office softwares.
- Travel coordination & Dedicated team player
- Effective Working Relationships & Mail handling
- Corporate Social Responsibility & Cooperative Attitude
- Decision-Making, Efficient under pressure & Results-orientated
- Detailed Activity Logs & Clerical Support

Additional Information

Nationality: Indian
Gender: Female
Date of birth: 02/09/1996
Passport No: R9762436
Marital status: Married
Visa status: visit visa
Languages known: English, Malayalam & Hindi