



BIJIN BIJI

Profile - Hospitality Professional / Office Administrator

Experienced front office professional with over 2 years of expertise. A dedicated and motivated administrative assistant known for exceptional customer service skills, a strong work ethic, and a professional demeanour. Highly organised with excellent communication abilities, skilled in independently planning and managing diverse business relationships. Proficient in time management and disciplined in executing strategies effectively.

CONTACT

Email: bijinbiji2949@gmail.com

Phone : +971- 509329925

Location : Dubai,UAE

Skills

- Administrative Support
- Multitasking
- Time Management
- Customer service
- Communication and interpersonal skills.
- Microsoft Office Suite
- Record Keeping
- Confidentiality
- Team Collaboration
- Attention to Detail
- Scheduling & Coordination
- Night Auditing and reporting
- Email & Correspondence Handling
- Data Entry Accuracy
- Front desk operation management
- Guest relations and complaint resolution.

LANGUAGE

- English
- Malayalam
- Hindi

COMPUTER PROFICIENCY

- Microsoft Office Suite
- Basic data entry.

VISA STATUS

Visit visa , till 30th August 2025

WORK EXPERIENCE:

Wyte Portico

Front office executive.

— *Jan 2023 – May 2025*

Adoor, India

Pepino Restaurant

Front office cum accountant.

— *Jan 2022 – Dec 2023*

Adoor, India

Duties & Responsibilities.

- Greeted and welcomed guests upon arrival, ensuring a pleasant experience.
- Processed reservations and cancellations, ensuring accurate room allocation.
- Collected guest feedback to identify areas for improvement and enhance services.
- Monitored and replenished office supplies and stationery as needed.
- Maintained confidentiality and security of guest information by updating C-forms.
- Coordinated with travel agents and online travel agencies (OTAs) for reservations and payment follow-ups.
- Ensured adherence to organisational policies and procedures.
- Monitored and reported any safety and security concerns promptly.
- Liaised with local taxi services for guest and package pickups and drop-offs within the city.
- Arranged guest wake-up calls upon request.

EDUCATION

- Diploma in Hospital Administration
ISSD | 2022
- B.Com in Computer Application
University of Kerala | 2020