

RUHI BHALLA

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CAREER OBJECTIVE:

To be a part of an organization that offers progressive learning & mutual development opportunities. I would like to apply the knowledge & experience that I am gained in the past for the betterment of the establishment to work. Last but not the least with sincerity, hard work & perseverance see myself at the helm of this industry in the years to come.

WORK EXPERIENCE:

Transecur Telematics Private Limited

Admin & Facility Manager

14th March 2024 to 04th October 2024

- Recruit and onboard high-quality personnel that can advance Company's goals.
- Establish conduct and workflow standards across the organization.
- Remove productivity roadblocks as they emerge.
- Ensure processes and procedures comply with relevant policies and regulations.
- Streamline business operations to keep costs within established budgets.
- Drive smooth organizational operations throughout the workday.

OPPO Mobiles India PVT Ltd, RD Centre, Hyderabad:

Admin Specialist

06th December 2019-5th September 2022

- Plan and coordinate administrative procedures and systems and devise ways to streamline processes.
- Handling vendor management, facility management, contract management, budget management, material management, etc.

- Recruiting and training personnel and allocating responsibilities and office space.
- Assess staff performance and provide coaching and guidance to ensure maximum efficiency.
- Ensure the smooth and adequate flow of information within the company to facilitate other business operations.
- Manage schedules and deadlines.
- Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints.
- Monitor costs and expenses to assist in budget preparation.
- Oversee facilities services, maintenance activities and tradespersons.
- Organize and supervise other office activities (recycling, renovations, event planning etc.).
- Ensure operations adhere to policies and regulations.
- Keep abreast with all organizational changes and business developments.
- Organizing events at office like festival event, award events, annual events, employee's get together, etc.

AVASA Hotel, Hyderabad, Telangana:

Assistant Manager

01st May 2019-4th December 2019

- To ensure that all Front Office related policies and guidelines are followed and implemented.
- Handle guest complaints and other issues related to guests/property.
- Greet the VIP's arrival & ensuring special care for them.
- Implement systems and procedures that achieve higher cost efficiency and guest satisfaction.
- Checks on registration cards of arriving guests & ensures all information are authenticated.
- To keep a check on Front Office discrepancies & liaise with credit department to close them.
- To conduct proper training sessions for down the line staff & ensure team is motivated in towards for a common goal.
- Assigning/delegating duties to team & ensuring designated work is carried out in stipulated time.
- Monitoring the jobs and duties carried by team members on/off the operations and helping the team members to acquire new skills and knowledge in order to grow.
- To check & respond to emails received from guests/other departments.
- Assigns and Approves duty roster for entire front desk staff.

Front Office Executive

19th June 2018-30th April 2019

- Greeting guests and looking after their needs, handling guest requests and complaints with a sense of urgency in order to maximize guest satisfaction
- Always maintaining an environment that promotes flair, creativity and consistency in the quality of customer service, delivery and presentation.
- To be motivated & committed, approaching all tasks with enthusiasm & seizing opportunities to learn new skills,
- Taking responsibility & initiative to resolve issues, always clearly communicating with both customers & colleagues,
- To organize training and knowledge assessment activities in the department,
- Regularly following up with finance for any pending city ledgers, adhoc, allowances, etc

Guest Relations Executive

19th June 2017-18th June 2018

- Welcome guests during check in & giving a fond farewell to guests while checking out.
- Handling guest complaints & concerns in an efficient & timely manner.
- Overseeing VIP guests, arrivals & departures.
- Coordinating & multi-tasking job duties in a busy environment.

Industrial Exposure Training:-

- Industrial Exposure Training- **Marriott, Jaipur (7th December 2015 – 7th April 2016)**

Education & Professional Development:-

- Pursued BHM from Indian Institute of Hotel Management & Culinary Arts, Habshiguda, Hyderabad, 2014-2017.
- Pursued class 12th from BSP senior secondary School, Sector- 04, Bhilai, Chhattisgarh.

- Pursued class 10th from BSP Sr. Secondary School, Sector-4, Bhilai , Chhattisgarh.
- Pursuing MBA from Madurai Kamaraj University.

Achievements:-

- Opportunity to handle of establishment project of new office(72336SQFT).
- Prepared office standard operation procedures for OPPo company.
- Trained & Certified on “**Detection of Fraudulent Travel Documents**”, organized by Office of overseas Criminal Investigations, Hyderabad.
- Appraised by guests for efficient services on **Trip Advisor**.

Personal Details:-

Date Of Birth : 19th December, 1996

Language Known : English & Hindi

Marital Status : Married

Declaration:

If given an opportunity to perform the well equipped skills at your esteemed organization, I would hence forth work to provide a dignitary growth, with up mark reputation.

Sign: (Ruhi Bhalla)

Place: (Kolkata)