

PRINCE VINCENT

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A highly motivated and results-driven professional with the ability to thrive in fast-paced environments. Possesses excellent communication and problem-solving skills, with a proven track record of effective cross-functional collaboration to achieve organizational goals. Eager to leverage and further develop my skills while contributing to the growth and success of the organization.

Experience

Office Administrator | TRS Technology LLC | Dubai | 2024 — present

Managed payroll and benefits for 100+ employees including solving any related problems. Communicated closely with the head of operation regarding the needs, concerns, or issues in the office. Ensured account payable, employee benefits, inventory and invoicing records . Develop relationship with customers, vendors and guests to the present the company in a professional manner. Created and updated spreadsheet and presentation for weekly, monthly and quarterly update to upper management

Guest relationship officer | TRS Technology LLC | Dubai | Feb 2022 – May 2024

Develop and maintained strong relationship with customers ,vendors and guests. Trained new staff on customer service protocols and company policies.utilized CRM systems to track guest Queries and feedback . Participated in team meetings to discuss customer needs and service improvements

Internship | Hyatt centric | Condolim ,Goa | March 2021 — Dec 2021

Promoted hotel amenities and services, enhancing guest awareness and satisfaction.Analyzed customer feedback, ensuring prompt responses and effective resolution of inquiries.Served as the primary ambassador for VIP guests, ensuring a warm welcome and seamless experience.Managed room assignments, handled phone inquiries, and coordinated guest services efficiently.Addressed guest complaints and concerns, restoring trust and ensuring satisfaction through tailored solutions.

Skills

Conflict resolution • problem solving • Team player • Excellent time management skills • multitasking • communication • document management •Microsoft Office(Ppt, excel , word) • Oracle

Education

MARCH 2021

Bachelor of Hospitality management | Alagappa University | Tamil Nadu , India

MARCH 2018

Computer Science | Higher secondary | GMBHS school | Kerala , India

Languages

English • Malayalam • Hindi • Tamil • Kannada • Basic French