



DITHIN RAJ SHETTY

DUBAI (UAE)

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Personal information

- Nationality: Indian
- Gender: Male
- Date of birth: August 07,1995

Education

Mangalore One Degree collage - Mangalore
Bachelor in Commerce

Skills and Certificate

- Multi-line telephone skills
- Certified Microsoft Office Specialist
- Business operations understanding

- Scheduling
- Client hospitality
- Multitasking ability
- Office admin
- Microsoft Excel proficiency
- Shipping and receiving

Familiar with PMS - WIN HMS, OPERA CLOUD.

Language

- English
- Kannada
- Hindi
- Malayalam
- Tamil

Objective

Qualified hospitality with extensive background in advanced management processes. Utilises superior communication skills to build meaningful, trusting relationships that exceed client demands. Highly skilled project manager with outstanding team leadership abilities to meet targets consistently.

Experience

Time Grand Plaza Hotel
Customer Service Agent

Nov.2023 - Present

Welcoming guests to the hotel warmly with a broad smile in friendly Manner.Responded to incoming guests, telephone calls and email inquiries with efficiency and professionalism.

Performing daily activities of calling due outs, check-ins, walk-ins and payment follow ups, cash handling.

Answering guest inquiries and provided information regarding hotel services and amenities.

Took reservations over the phone and through email, recording guest information in computer system and verifying details.

Fortune Plaza Hotel, DUBAI
Front Desk Receptionist

January 2019 - November 2023

Answered and directed incoming calls to relevant staff members using multi-line telephone system.

Welcomed guests and clients in friendly, positive manner.

Met incoming customers with professional approach and provided friendly, knowledgeable assistance.

Filed and maintained invoices, customer records and other paperwork to facilitate ease of retrieval.

Delivered polite, professional customer service to enhance business reputation through positive first impressions.

Captured and processed client information, entering data into online systems for wider company use.

Booked conference rooms and meeting spaces, coordinating supplies and catering for company events.

Narayana Hrudayala Hospital - Bangalore , India *February 2018 - April 2019*

Housekeeping Supervisor

Placed housekeeping staff on specific shifts and room blocks based on abilities and daily requirements.

Sustained safety protocols, ensuring proper and cost-effective equipment and material usage.

Managed financial and administrative requirements, adhering to budgets and guidelines.

Stocked room attendant carts with adequate supplies, maintaining efficient housekeeping services.

Motivated team members to deliver optimum results, leading by example through positive interactions with guests and staff.

MPHASIS- Manglore, India

December 2015 - August 2018

Customer Service Officer

Communicated with customers through phone calls, online chats and emails to assess customer needs and provide solutions.

Answered customer queries on new products, services and sales offers to increase sales.

Identified problem areas for customer care department and presented ideas for improvement.

Identified customer needs by listening attentively and connecting to relevant departments or personnel.

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