



FIZA PATHAN

+917768915166 | pathanfiza99@gmail.com

I am a hotel management graduate and a committed team player, I try to contribute towards the growth of the organization, based on my expertise and to further my professional capabilities by learning from the experiences and environment. I also try to create a welcoming environments for clients to provide the best I have to offer.

EDUCATION

B.SC in Hospitality Management

Tirpude Institute Of Hospitality Management,
Nagpur, Maharashtra, India
2017-2020

Maharashtra State Board H.S.C Board Exam

Shri Kamlakakarro Keshavrao Ingle Junior
College, Gondia.
2015-2016

Maharashtra state Board S.S.C Board Exam

Vivek Mandir High School, Gondia.
2014

EXPERIENCE

Senior Reservation Sales Associate For ITC Hotels

Praxis Services Pvt Ltd Gurgaon
September 2022 to January 2024

- Managed email processes for Pan ITC Hotels at the Guest Contact Center, responding to an average of 50 emails per day with a focus on maintaining high-quality service.
- Also managed real time problems by providing solutions on live chat interactions while addressing inquiries and providing real-time assistance.
- Ensuring prompt resolution and maintaining a high level of guest satisfaction while handling guest complaints

SKILLS

- Good listener
- Team Management
- Communication
- Microsoft Office
- Fast Learner
- Problem Solving

LANGUAGES

- English- Fluent
- Hindi- Fluent
- Marathi- Native
- French- Beginner

Achievements

- Yummy Chef Asia Records
- 03 Times 100% quality score at Praxis Services

- Skilled in software platforms such as TALISMA, SYNAXIS, and SIP to streamline communication and reservation processes.
- Trained and onboarded the next generation of employees on proper company protocols and client resolution, facilitating a smooth transition into their roles.

Front Office Executive

Worked at IIT Guwahati Guesthouse with Sheela Caters
March 2021 – MAY 2022

- Managed the front desk and reception area, ensuring a welcoming atmosphere for clients, visitors, and staff.
- Answered and screened telephone calls, providing courteous and efficient assistance to callers and directing calls to the appropriate personnel.
- Monitored and maintained office muster books, including the attendance register, visitor book, and contractor staff records.
- Greeted clients and contributed to setting a positive office atmosphere, enhancing the overall professional image of the company.
- Handled phone messages promptly and efficiently, facilitating effective communication within the organization.
- Organized and maintained files and records, ensuring easy access to information and supporting efficient workflow.

Internship

Hotel Heritage Nagpur for 06 Months

- To help the supervisor and assistant manager in serving customers.
- How to manage a party or event with effective manner.
- To solve the customers problem.
- Understanding the administration activities.
- Worked in front office, Food and beverage department's and housekeeping.