

MANAGER | RECEPTIONIST

Meenakshi Banswani

🏠 Dubai, UAE

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Professional Profile

DIPLOMA IN COMPUTER APPLICATION

Deepa computer center
2013

HIGHER SECONDARY

Maharashtra Board
2014

Languages

- English
- Hindi
- Sindhi

Computer Proficiency

- MS Word
- MS Excel
- MS PowerPoint

Interests

- Exploring and learning new things.

Professional Profile

Experienced Manager/Receptionist with a strong background in customer service, front desk management, and sales transactions. Skilled in handling client interactions with professionalism and efficiency while maintaining a well-organized reception area. Proficient in managing appointments, processing payments, and ensuring seamless daily operations. Adept at multitasking, problem-solving, and maintaining high service standards. Strong ability to adapt to fast-paced environments and collaborate with teams to enhance customer satisfaction and business growth.

Experience

MANAGER/RECEPTIONIST

The Red Lounge Salon , Dubai / Jul 2024 – Present

- Greeting clients, visitors, and staff with a professional and courteous demeanor and managing check-ins with efficiency.
- Maintaining a clean and organized reception area that reflects the company's commitment to high standards.
- Provide basic and accurate information in-person and via phone/email and scheduling appointments.
- Order front office supplies and keep inventory of stock.
- Managing transactions with customers using cash registers.
- Collecting payments whether in cash or credit.

CUSTOMER SERVICE

Concentrix / Jul 2024 – May 2024

- Worked as a Customer Service Representative for the UK inbound process, handling customer queries, upselling, and providing after-sales service.
- Achieved given targets while ensuring high levels of customer satisfaction.
- Informed customers by explaining procedures, answering questions, and providing necessary information.
- Updated product knowledge regularly using provided portals.
- Maintained and improved quality results by adhering to standards and guidelines.
- Accomplished team targets and contributed to achieving overall business goals.

ADMIN-CUSTOMER SERVICE

Innovative Travel Inc./ Jan 2020- Jan 2022

- Coordination Office activities and operations to secure efficiency and compliance to company policies.
- Managing agendas/travel arrangements/appointments etc., for the upper management.
- Create and update databases.
- Submit timely reports and prepare presentations/propositions as assigned.
- Assist colleagues whenever necessary.
- Providing information to the customer over call and email.
- Guiding and supporting customer for the bookings and providing them best services/deals.

TEAM LEADER

Spire BPO/ May 2019- Oct 2019

- Lead, coach, and motivate the team to ensure performance, quality, and compliance.
- Identify training needs and coordinate with the Training Liaison for skill development.
- Manage team assignments, promotions, and performance appraisals.
- Handle escalations, provide support, and share business insights.

Personal Details

Nationality : Indian
Marital Status : Unmarried
Gender : Female
D.O.B : 23rd February 1997

Other Skills

- Certified Makeup Artist

- Align the team with customer needs, company vision, and project objectives.
- Foster open communication, creativity, and teamwork.
- Coordinate with departments to meet service levels and company goals.
- Create a positive, driven work environment for individual and team success.

CUSTOMER SERVICE ASSOCIATE

Wipro Ltd./ Oct 2017 - Sept 2018

- Started working as associate and promoted as floor Support.
- Associate in Jio Process. (Inbound)
- Achieving given targets and customer satisfaction.
- Inform customers by explaining procedure, answering questions, providing information.
- Update product knowledge from the provided portals.
- Maintain and improve quality results by adhering standard and guidelines.
- Accomplish targets of the team and completing related results as needed.

Key Skills

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|-------------------------|------------------------------|
| • Client Greeting | • Multitasking |
| • Check-in Management | • Time Management |
| • Leadership | • Problem-Solving Skills |
| • Organizational Skills | • Team Collaboration |
| • Interpersonal Skills | • Attention to Detail |
| • Positive Attitude | • Adaptability & Flexibility |
| • Persuasion Skills | • Patience & Professionalism |

Declaration

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

MEENAKSHI BANSWANI