

## **Rochelle Olinda Colaco**

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DoB: 17 March 1995



## **Key Qualifications**

- *Customer oriented, goal driven, team player, Sales and Leadership. I pride myself on deliverance of quality and efficiency in service thus creating happy and loyal customers.*
- *Eager for knowledge, quick learner and possess excellent time management skills.*

## **Work Experience**

### **ITC Grand Goa Luxury Resort and Spa, Guest Relations Executive**

March 2021 – Present

- *Handling day to day front office operations, inter department coordination, identifying and tracking high profile guest and ensuring memorable experience.*
- *Ensuring guest request and grievances are promptly and efficiently resolved through good means of communications and delegation.*
- *Inspecting VIP rooms before arrivals.*
- *Taking note of guest preferences and documenting for future visits.*
- *Assisting with check-in and check-out process.*
- *Curating guest stay itineraries.*
- *Key performer in cross selling and upselling.*
- *Key performer of uplifting and maintaining TripAdvisor rank, WoW ratio and net promoter score.*
- *Departmental grooming incharge.*

### **Parvatibai Chowgule College, Trainer**

January 2020- Present

- *Grooming and training students to enhance their skills for inflight service for the course of diploma in aviation, hospitality and customer service.*

### **SpiceJet Limited, Cabin Crew**

January 2019- October 2020

- *Worked with a wide range of passengers, domestic as well as international. A certified first aider. Trained on Boeing 737- 700, 800, 900 and 900 ER aircrafts.*
- *Polished skills on customer service and satisfaction. Trained to work under pressure at any time of the day.*
- *Awarded appreciations for my soft skills and best trainee of the batch.*
- *Managed handover of catering on board, looked over passenger safety and creating customer loyalty. Achieving inflight sales target and monthly sales target.*

**Prism Johnson Limited, Sales Officer**

August 2018- January 2019

- *Worked as a sales officer in charge of Panjim region. Dealt with high profile construction company client. Managed timely supplies of sales, collection of revenue and established new business clients.*

**Harmony Quest Infra Pvt Ltd, Civil Engineer**

Dec 2016- Dec 2017

- *Site engineer and CAD designer.*
- *Setting daily work schedules, timely completion of projects.*
- *And designed residential homes on AutoCAD 2D and 3D plans.*

**Education****Bachelors In Civil Engineering**

Don Bosco College of Engineering, Fatorda

2016

**Higher Secondary**

Rosary Higher Secondary school, Navelim

2012

**Secondary -10<sup>th</sup>**

St Mary of the Angels High School, Chinchinim

2010

**Interests**

Canvas painting and sketching.

Music and movies.

Exploring and travel.

I hereby declare that the above-mentioned information is accurate to the best of my knowledge and belief.

Date- 16/10/21

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