

# BARBIE LAMBA

@ barbielamba13@gmail.com

+97332381742



## OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

## EXPERIENCE

July'2022 -  
Current

### Royal Ambassador, Fontana Infinity

Front Office Executive

As a front office executive, my job role is varied in different categories. From customer service to making and handling yearly legal agreement and contracts, as well as inspection, making invoices for companies, preparing agent commissions.

June'2021 -  
July'2022

### Ramada Hotels and Suites by Wyndham, Amwaj

Front Office Associate

As front office executive, I control the flow of people through the organization and ensure that all the receptionists are performing their task in a timely manner. My main job role includes answering the calls, attending the guests, overseeing the check-in and check-out operations, maintaining the contact list of clients, handling guest's relation and admin work.

June'2019 -  
January'2020

### Spicejet Ltd.

Customer Care Executive

I worked as ground handler. My job was to ensure the safety and comfort of passengers, including checking in baggage, providing information, assisting disabled passengers, confirming reservations, and selling tickets and provide 100% satisfaction to the passengers.

August'2017  
-  
October'2018

### Concentrix

Customer Service Agent

I worked for inbound process for Jio. My job role was to attend incoming calls of customer and either provide on call resolution for their queries or complaints or register their complaints. The average rate of received calls was 150-200 a day.

May'2015 -  
November  
'2016

### Vidya Academy

Administrator

I worked as administrator and counsellor. My job role was to handle and maintain all the admission and records, students and faculty data. To maintain all the question papers and assignments, to handle academy calls and mails. And to elaborate about the courses, which academy provide to the students and parents and convince them to opt. for it.

## EDUCATION

August'18

### Delhi University

BA honour in English

April'15

### Vidya Bharati School

High School

## SKILLS

- Interpersonal Skills
- Teamwork
- Multitasking
- Adaptability
- Flexibility
- Technical skills : MS office , Amadeus

## ACTIVITIES

- Lakshyam: Actively volunteered and helped the organization in their services towards Women Empowerment.
- Served as head prefect in school & acted as a medium of communication between school authorities and students

## LANGUAGES

- English - Expert
- Hindi - Mother tongue
- Arabic - Beginner