

Dhurbajyoti Borua

kamrup metro, ASSAM, 781038, IN

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+91 91011 76328

- Possess excellent interpersonal, communication and analytical skills to handle 9101176328/8876735888 complex situations and can perform multiple roles with lots of flexibility.
- Ability & willingness to learn quickly & successfully implement the knowledge so gained.
- Able to work under pressure.

Work Experience

Help Desk Executive (MIS Cell)

E-centric Digital PVT LTD

September 2020 to Present

Roles and Responsibilities

- Collecting & maintaining various data from all districts of Assam for compiling and also sharing with the back-end team which is then uploaded in the Dashboards and also prepare various report & PPT by using VLOOKUP & HLOOKUP & PIVOT TABLE.
- Communicating company goals, safety practices and deadlines with Team Leader.
- Team management and coordination for the report follow up and final report generation.
- Timely meet the Additional Joint director of Health and Family Welfare for malaria and other disease dashboard preparation and generation.
- Coordinate with the all 33 districts IDSP, DDM, DPM, ADPM and State MIS & IDSP for data work and important updation.
- Preparation of Daily Assam Covid19 Media bulletin, Covid Death report generation, Election commission report, 33 Districts Dashboard data collection follow-up and also PPT of Dashboards.
- Regular updation of all data base on daily basis.
- Updation of Patients Line list which are received from all 33 districts.
- Reporting the upgraded status of the software on a daily basis to the Mission Director, National Health Mission.
- For daily oxygen dashboard coordinate with DME and for daily patients report follow up taken from 7 medical colleges.
- Coordinate with Director of Health Service (DHS) for Covid vaccination on daily basis and collects data from them.

- Coordinate with the Discharge board through mail for daily discharge of patient count.

Front Office Executive

Gateway Grandeur Hotel

May 2020 to May 2020

Roles and Responsibilities

- Ensure Smooth and comfort operation with other departments.
- Handling inbound and outbound Phone Calls for queries.
- Doing VIP, VVIP and group Check in & Check Out Procedure.
- Work in Fortune Next V6.5 software
- Creating new sales strategy and Market segmentation and also tie up with companies over mail or by visiting the premises.
- Dealing with customer complaints and customer satisfaction.
- Handling reservation from various booking portal, through phone and also from reservation mails.
- Ensure Customer safety and hygiene and also attend every fire and safety practice in time to time.
- Handling e-mail of every group and also individual bookings.
- Preparing sales plan for completing the monthly target. Prepare daily cash sheet, various report & PPT by using VLOOKUP & HLOOKUP & PIVOT TABLE of all transaction.
- Regularly meet with GM, AGM and Sales Manager to update the occupancy status and also discuss for next day sales plan.
- Make roaster for junior's and bell boy's/office boy's.

Front Office Associate

February 2018 to July 2018

Roles and Responsibilities

- Handling inbound and outbound Phone Calls.
- Work in Fortune Next V6.5 software.
- Doing Check in & Check Out Procedure of customer.
- Dealing with customer complaints.
- Handling reservation from various booking portal and also from reservation mails.
- Ensure Customer satisfaction.

- Handling e-mail of every group and also individual bookings.
- Preparing sales plan for completing the monthly target.
- Prepare daily cash sheet of all transaction & make roaster for bell boy's/office boy's
- Regularly meet with GM and Sales Manager to update the occupancy status and also discuss for next day sales plan.

Education

Bachelor of Hotel Management and Catering Technology in Hotel Management and Catering Technology

North East Institute of Management Science, Jorhat under Dibrugarh University - Jorhat, Assam
2018

Board of Secondary Education
2012

Skills / IT Skills

- Customer Service Skills, Teamwork, Creativity, Problem Solving, Communication, Adaptability, Active Listening, Decision Making.
- DCA (Diploma in Computer Application) of 6 months. Achievement
- Best Trainee Certificate in training period.
- Awarded as Employee of the Month in Gateway Grandeur for the month of January 2019.
- Communication skills
- Microsoft Office
- Microsoft Excel
- Analysis skills