

RIDHIMA GOSWAMI

59 MINERVA AVENUE, SCARBOROUGH, M1M 0C2 | 4379892953 | RIDHIMA48G@GMAIL.COM |

Driven Front Desk Agent highly skilled in managing reservations, telephone calls and customer inquiries. Poised and professional with total commitment to guest satisfaction. Well-versed in mitigating customer dissatisfaction with prompt service and diplomatic communication.

Certified and licensed from Ontario. Having First Aid, CPR certificate.

EXPERIENCE

2023 - PRESENT

DIAMOND PROTECTION SERVICES | Front Desk Concierge | TORONTO ON,

- Greeted visitors and customers upon arrival, offered assistance, and answered questions to build rapport and retention.
- Used internal software to process reservations, check-ins and check-outs.
- Answered customer telephone calls promptly and appropriately handled needs.
- Answered multi-line phone system and enthusiastically greeted callers.
- Maintained clean and organized front desk areas to uphold polished company image.
- Oversaw fast-paced front desk operations and guests' needs at busy facility.
- Collected room deposits, fees, and payments.
- Liaised with housekeeping and maintenance staff to address requests and complaints made by guests.
- Responded swiftly to room requests and other inquiries made via establishment website, email, or phone.
- Confirmed important personal and payment information for compliance with security and payment card industry standards.
- Issued room keys to guests upon check-in and answered questions regarding proper use.
- Welcomed each new arrival pleasantly and confirmed reservations and identification.
- Handled customer complaints to satisfy and retain guests.
- Acquired in-depth knowledge of surrounding area to offer guests with information about dining options, entertainment, and shopping activities.
- Maintained high level of professionalism and discretion when dealing with guests.
- Remedied issues quickly and effectively through active listening, conflict resolution, and dynamic communication skills.
- Managed check-in and check-out procedures for guests.
- Created welcoming and comfortable environment for guests.
- Greeted guests upon arrival by providing warm welcome.

2022-2023

Securitas Security Services | SECURITY GUARD | TORONTO, ON

- Served as team lead for safety and loss prevention operations, teaching fellow Employees various methods to prevent theft.
- Escorted undesirable persons off property to minimize security violations.
- Monitored and supervised customer's activities in store to detect signs of attempted theft.
- Watched for customer and employee theft, identifying shoplifters and signs of dishonesty.
- Documented evidence of attempted theft and recovered merchandise for use in loss prevention report generation.
- Responded to emergencies to mitigate safety hazards, fires and threats to life or property.
- Completed security forms to document losses of property or person injury.
- Responded to crowd control situations to maintain safe environment
- Responded calmly and promptly to emergency conditions, safety hazards and threats to life or property.
- Monitored employees entering and leaving property, inspecting parcels or packages.
- Circulated among visitors, patrons and employees to preserve order and protect property.
- Liaised with mall security teams to alert force to suspicious shoppers or locate perpetrators which succeeded in leaving store with stolen merchandise.
- Calculated response to detected theft attempts on basis of age and behavior of suspected perpetrator, erring on side of caution to insulate company from liability.
- Exercised high levels of maturity, experience, judgment and rapid critical thought to operational environments.
- Searched bags manually to identify prohibited items and contraband

2022

GENERAL LABOR | Marsan Foods | SCARBOROUGH, ON

- Requisitioned and stored shipping materials and supplies to maintain inventory of stock.
- Sealed, packed, labeled and affixed postage on packages to prepare materials for shipping, utilizing postage meters and sealing tools.
- Inspected incoming and outgoing shipments to verify accuracy and prevent errors.
- Executed month-end inventory counts to identify discrepancies.
- Initiated proof of delivery documents to trace lost shipments.
- Resolved problems of missing merchandise, delivery cancellations, and incomplete deliveries.
- Packaged goods in safe containers to prepare for shipping, adhering to packaging protocols.

- Verified transactions, product orders and shipping dates and entered information into databases and reports.

EDUCATION

JUNE 2022- 2023 CURRENTLY STUDYING

HIGH SCHOOL DIPLOMA

- NIAGRA COLLEGE (TORONTO CAMPUS)
- Course – General Business

SKILLS

- Business Correspondence
- Guest Reservation Management
- Sales Expertise
- Reporting Capabilities
- Flexibility Techniques
- Commercial Property
- Emergency Response
- Crime Prevention
- Communication Equipment Operation
- Shipment Preparation
- Daily Reports Management
- Screen Personnel
- Safety and Security
- Foot and Vehicle Patrol

