

Pardeep Kumar
H.No. 76, Street No. 3, Guru Harkishan Nagar,
Surat Singh Road, Post Office Khalsa College,
Amritsar (143001), Punjab, INDIA.
Mobile No: - +919815654070, 7009413590
par.kumar@hotmail.com

Objective

To obtain a position that will enable me to utilise my strong organisational and communication skills and educational background. I am a much disciplined, hard-working individual who can be relied upon to do a task well. I enjoy being challenged and have the ability to learn new tasks.

Education

- Post Graduate Diploma in Tourism and Hospitality Management from University College Birmingham in 2013.
- PG diploma (Computer Software Technology) from RGU Aberdeen (June 2009).
- BSc (Computer-Maintenance) from G.N.D.U (July 2006).

Certification

- Certificate and training in core java from IBC Institute Amritsar (Feb 2018-Mar 2018).
- Certificate and training in Web designing (HTML, CSS, Photoshop, Dreamweaver, JavaScript) from IBC Institute Amritsar (Apr 2018-July2018).

WORK EXPERIENCE

Since March 2019: - Development Officer, SHRIRAM Group, Amritsar

- Dealing with clients
- Meeting sales goals
- Giving sales presentations to a range of prospective clients

June2018-Jan2019: - Manager, Shiv Shankar Guest House, AMRITSAR

- Dealing with Customers over phone and face to face
- Room bookings
- Staff management
- Cash handling

Feb 2016-June 2016: - Customer care, Country club, Amritsar

- Dealing with customer complaints and queries over phone and face to face
- Uploading and updating customer information and documentation on system.

Jan 2015 – November 2016: - Assistant Manager, Moonlight Restaurant, Amritsar (Punjab), India

- Manage employees and their duties
- Food stocking, Resetting tables, cleaning tasks
- Customers Services, Cash Handling, Customer satisfaction

June 2013 – March 2014: - Bar Tender, Quoilers Bar, Newton hill, Aberdeen (Scotland)

- Customer Services, Cash Handling, Dealing with customer complaints
- Worked in a team and busy environment.

Dec 2010 – May 2013: - Crew Member, McDonald, Star City Birmingham(Part Time)

- Customer Services, Cash Handling, Preparing Food etc.
- Telecommunications, taking order on Phone.

Oct 08 to Feb 09: - Waiter and Bar Tender, Manzil's Tandoori Restaurant, Aberdeen

Duties

- Serving customers
- Cash Handling and laying tables

Feb 08 to 27 Oct 08: - Crew Member, McDonald, Aberdeen (Part Time)

- Customer Services in very busy working environment.
- Gained experience of effective communication with different people, team work

May 2006 to Aug 2007: - Ever solution Computers Punjab, India

- Customer services
- Computer Networking and repair.
- Maintaining good relationship with customers and handling customer enquiries face to face and over the telephone.
- Gained good working experience of Sales and Marketing strategies.

Projects

- Project on Trouble shooting Computer System and Assembling Computer System during my graduation.
- Project on Bank Application system software in a team during my Post graduation Diploma.

Computer skills:

Computer hardware and troubleshooting, HTML, C, Java, SQL, CSS, Photoshop, DATA STRUCTURE & OBJECT ORIENTED PROGRAMMING, DBMS etc.

Extra Activities

- Certificate of participation in Bollywood group dance on Diwali festival Aberdeen, Scotland in 2007.
- Won Award of Honour from Khalsa College Amritsar in 2005-06 in youth festival Zone.
- Certificate of Merit from Khalsa College Amritsar in 2004-2005 in Skit.

Language Abilities

- Fluent in English, Hindi and Punjabi (mother tongue)

Hobbies

Reading books, Chess and Listening to music, Travelling, Horse riding etc.