



Rohit Singh

Hotel Management Graduate

Results driven and highly customer-oriented professional having strong interpersonal and communication skills which can be utilized and help the customer service team to provide every possible assistance to customers while working in a team. Ready to accept challenges and achieve a senior role in the coming years to serve in the organisation while continue enhancing my skills.

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📍 13/C/3 A.C. Paul Street near Nowdapara Sub Post Office, 11no. Bus Stand, Rathtala, Kolkata - 700057, India

📅 27 August, 1996

WORK EXPERIENCE

Customer Service Associate - L2 (Digital and Devices Technical Support) - Full Time

Amazon India

04/2021 - Present

Kolkata, India

Customer Service Associate - L2 (Digital and Devices Technical Support) - Contractual.

Amazon India

09/2020 - 03/2021

Kolkata, India

On the Job Trainee (Golden Threshold Program)

Taj Hotels (IHCL)

07/2017 - 06/2020

Kolkata, India

Taj Bengal & Vivanta Kolkata

Achievements/Tasks

- Was a part of the team that catered to Raj Bhavan during Bnagladeshi PM's visit in 2018
- Was a part of the team that catered to Shri Narendra Modi in March, 2020 (Inauguration of Kolkata Port Trust).
- Various Food Promotion Events in Taj Bengal like Wasabi and Italian Food Promotion By Chef Fabrizio Boca

EDUCATION

B.Voc In Hotel Management

TATA Institute of Social Sciences, Mumbai

07/2017 - 08/2020

Mumbai, India

ISC

Central Modern School

2014

Kolkata, India

ICSE

Central Modern School

2012

Kolkata, India

SKILLS

Good Communication Skills

Good Interpersonal Skills

Calm & Composed

Process Oriented

Excellent Customer Service Skills

Team Worker

Time Management

Attention to Detail

Flexibility

ACHIEVEMENTS

Scored 7.1 GPA in B.Voc In Hotel Management (2020)

Scored 74% in ISC exams. (2014)

Scored 86% in ICSE exams. (2012)

CERTIFICATES

Degree in Hotel Management from TATA Institute of Social Sciences, Mumbai. (09/2019 - 08/2020)

Advanced Diploma in Hotel Management from TATA Institute of Social Sciences, Mumbai. (08/2018 - 08/2019)

Diploma in Hotel Management from TATA Institute of Social Sciences, Mumbai. (07/2017 - 07/2018)

Food & Beverage Certification form AHLEI (American Hotel and Lodging Educational Institute).

Food Production Certification form AHLEI (American Hotel and Lodging Educational Institute).

Received Certificate of appreciation from the British Council for attending a skill course. (2014)

Certificate of Distinctive Performance in National Cyber Olympiad. (2010)

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Bengali

Professional Working Proficiency

INTERESTS

Sports

Fitness

Cooking

Gaming