



ANUSHKA SHINDE

Concierge Executive

+91 8928478576
shindeanushka999@gmail.com
Mumbai, 400033

EDUCATION

Don Bosco college of hospitality studies (2020-2023)

F.Y.B.S.C. - A+ GRADE
S. Y.B.S.C. - A+ GRADE
T.Y.B.S.C. - A+ GRADE

Maharashtra state board 2020

Higher secondary certificate: Distinction

Maharashtra state board 2018

secondary school certificate: Distinction

SKILLS

- Residence Operations & Front Office Management
- Guest Relations, Owner Relations & Luxury Guest Experience
- Concierge Services & Personalized Guest Engagement
- Luxury Hospitality Service Standards
- Guest Service Excellence & Problem Resolution
- Communication, Interpersonal Skills & Team Collaboration
- Discretion, Confidentiality & Professional Integrity
- Organization, Multitasking & Time Management

LANGUAGE

English
Hindi
Marathi

Professional summary

Luxury hospitality professional with nearly 3 years of experience at The Ritz-Carlton Residences Mumbai, part of Marriott International. Skilled in residence operations, guest relations, and front office services with a strong focus on delivering exceptional guest and owner experiences. Proven ability to handle high-profile residents, resolve concerns efficiently, and maintain Marriott luxury brand standards. Seeking international opportunities within Marriott International or other luxury hospitality brands in Residence Concierge, Guest Relations, or Front Office roles.

WORK EXPERIENCE

June 2023 - present

concierge Executive | The Ritz Carlton, Mumbai

- Deliver personalized concierge and guest relations services to residence owners and guests in accordance with Ritz-Carlton and Marriott luxury standards.
- Manage daily front desk operations, ensuring smooth arrivals, departures, and seamless resident experiences.
- Handle owner and guest requests, inquiries, and service coordination efficiently to ensure complete satisfaction.
- Coordinate with housekeeping, engineering, and security to fulfill service requests and maintain operational excellence.
- Maintain accurate guest profiles, service records, and operational reports using Opera Marriott systems.
- Resolve guest concerns professionally and proactively, ensuring positive outcomes and high service standards.
- Provide tailored recommendations for dining, entertainment, and local experiences to enhance guest satisfaction.
- Successfully manage VIP residents and high-profile guests with discretion, confidentiality, and professionalism.

November 2021 - March 2022

Industrial training | Four seasons hotel, Mumbai

- Completed Industrial Exposure Training at Four Seasons Hotel, Mumbai.
- Duration: 4 Months
- Engaged with all four core departments as an industrial trainee

ACCOMPLISHMENTS

Completed Marriott International's intensive Ignite Program, focusing on advanced operational standards and leadership development.

REFERENCES

Mr. Edwin Saldanha
Concierge manager
The Ritz Carlton, Mumbai
Phone: +91 98194 64584

Ms. Annabelle Rodrigues
Head of Department
Don Bosco institute of Hospitality studies
Phone: +91 99670 23007