**Resume**

**Ruchika Dutta**

**Email-** **ruchikadutta0007@gmail.com**

**Mobile no.- 7584839174**

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**Professional Summary**

Dynamic and customer-oriented Front Desk Executive with 1 year of experience in providing top-notch front office management and administrative support. Former Cabin Crew member with Indigo Airlines, bringing a strong background in hospitality, client handling, and communication. Proven ability to manage guest relations, multitask in fast-paced environments, and maintain professionalism under pressure.

**Key Skills-**

- Front Desk Management

- Customer Service & Guest Handling

- Communication & Interpersonal Skills

- Problem Solving

- Time Management

- MS Office & Scheduling Software

**Previous Experiences-**

1. **Cabin crew- IndiGo Airlines**

February 2019 – October 2021

- Ensured the safety, comfort, and satisfaction of passengers during flights.

- Delivered exceptional in-flight service and resolved passenger issues with calm professionalism.

- Conducted safety demonstrations and handled emergency situations with efficiency.

- Maintained Indigo’s standards in hospitality, grooming, and customer interaction.

 **2. Front Desk Executive cum Content Writer- CyberCorp LTD**

April 2024 – March 2025

- Welcomed and assisted visitors, clients, and staff with a professional and friendly manner.

- Managed front office operations including calls, appointments, emails, and visitor logs.

- Coordinated with various departments for seamless internal communication.

- Handled courier and office supply management, and assisted in basic administrative duties.

- Maintained a neat, organized, and secure front desk environment.

**Education Qualification**

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| --- | --- | --- | --- | --- |
| **Name of the Institution** | **Stream** | **Board** | **Marks in %** | **Year of Passing** |
| S.M.S.C Balika Vidyalaya | Secondary exam | WBBSE | 68% | 2008 |
| S.M.C Vidyapith | Higher Secondary | WBBHSE | 72% | 2010 |
| Berhampore Girl’s College | Graduation (Economics) | Kalyani University | 52% | 2014 |
| RDK college, Jiaganj | M.A in Economics | IGNOU | 65% | 2018 |

**Hobbies**

Singing, Painting, Yoga, Writing

**Personal Information**

**DOB-** 28/01/1993

**Age-** 32+

**Father-** Manoj Dutta (Ex-Army)

**Mother-** Rita Dutta (Homemaker)

**Fluent in-** English, Bengali, Hindi (Speaking, reading and writing)

**Present Address-** 3A Matri Tower, 3rd Floor, Ghosh Para,

Kestopur. Kolkata- 700102

**I hereby declare that all the above information is true as per best of my knowledge and belief. Thank you.**