

# ABHIRAM G

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## PROFESSIONAL SUMMARY

Motivated and customer-focused individual seeking an entry-level role in the travel, tourism, or hospitality industry. Skilled in communication, guest handling, and front office operations with a strong passion for delivering excellent customer service and enhancing guest satisfaction.

## KEY SKILLS

- Customer Service Excellence.
- Communication & Interpersonal Skills.
- Guest Relationship Management.
- Travel Itinerary Planning.
- Reservation & Booking Management.
- Complaint Handling & Problem Solving.
- Front Office Operations.
- Time Management.

## TECHNICAL SKILLS

- MS Office (Word, Excel, PowerPoint).
- Online Booking Systems.
- Email & Telephone Etiquette.
- Basic Accounting & Billing.
- Digital Payment Systems.

## PROFESSIONAL EXPERIENCE

### **Front Desk Executive** – Asad E-Mithra Common Service Center (2020-2022)

Handled customer queries and government documentation services.

Managed records, billing, and digital payment transactions while maintaining strong customer relationships and satisfaction.

### **Apprenticeship** – Primary School – Kuthuparamba HSS (2022)

Supported administrative and coordination tasks.

Assisted in office documentation.

## **EDUCATION**

**Bachelor of Tourism & Travel Management** – Indira Gandhi National Open University  
(Pursuing, 2026).

**Diploma in Elementary Education** – Kerala State Board (2018–2020).

## **CERTIFICATION**

**Office Management with Hospitality Management** – Edumpus Upskill (2024).

## **LANGUAGES**

Malayalam.

English.

Hindi.

Tamil.

## **INTERESTS**

Travelling.

Listening to Music.

Photography.