

Leonard Mullen

+91 8861260359
leonardbennitmullen@gmail.com

EXPERIENCE

The International School Bangalore, BLR— Guest Relations & Front Office Executive

2013 - 2024

Maintained accurate records of guest information through diligent documentation and data entry efforts.

Collaborated with other departments to coordinate events, meetings, and conferences for successful outcomes.

Managed high call volumes, directing callers to appropriate departments or handling inquiries as needed.

Created a welcoming atmosphere by maintaining a clean and organized reception area for all visitors.

Coordinated with housekeeping staff to ensure timely room turnovers, resulting in improved guest experience.

Enhanced guest satisfaction with prompt attention to inquiries and professional communication skills.

Streamlined front desk operations by implementing efficient check-in and check-out procedures.

Coordinating with the transport department.

Laundry Projects, BLR — Manager

01/01/2013 - 30/09/2013

Managed and motivated employees to be productive and engaged in work.

Accomplished multiple tasks within established timeframes.

Maximized performance by monitoring daily activities and mentoring team members.

Enhanced customer satisfaction by resolving disputes promptly, maintaining open lines of communication, and ensuring high-quality service delivery.

Koutons Retail India, BLR— Area Manager

2007 - 2012

Led a team to achieve company goals and exceed targets consistently, fostering a positive work environment.

Managed daily operations for optimal performance, ensuring timely completion of tasks and projects.

Transformed underperforming teams into productive, profitable teams.

SKILLS

Mail handling
Reception duties
Relationship Building
Calendar Management
Transport Coordinator
Handling of IB/IGCSE/local exam/ couriers
Handling of parent-teacher meetings
Preparing of bonafide documents
Word/Excel/Powerpoint

LANGUAGES

English, Hindi, Kannada, Tamil

Facilitated conflict resolution among team members, promoting open communication and fostering a positive workplace culture.

Portico Pvt. Ltd., BLR— *Store Manager*

2004 - 2007

Managed daily operations to ensure smooth functioning of the store, maintaining a clean, safe environment for customers and employees.

Managed inventory control, cash control, and store opening and closing procedures.

Assisted with hiring, training and mentoring new staff members.

Completed point of sale opening and closing procedures.

Indian Terrain Clothing Pvt. Ltd. , BLR— *Store Manager*

2000 - 2004

Managed daily operations to ensure smooth functioning of the store, maintaining a clean, safe environment for customers and employees.

Managed inventory control, cash control, and store opening and closing procedures.

Assisted with hiring, training and mentoring new staff members.

Completed point of sale opening and closing procedures.

Food World, BLR— *Duty Manager*

1998 - 2000

Streamlined check-in/check-out processes, resulting in reduced wait times and increased guest satisfaction scores.

Responded to customer concerns by providing friendly, knowledgeable support, and maintaining composure and professionalism.

Trained employees in essential job functions.

Handled escalated customer issues with diplomacy, ensuring satisfactory resolution while preserving long-term client relationships.

The Frank Anthony Public School, BLR— *Own business*

1996 - 1997

Blue Dart / Federal Express, BLR— *Shift Supervisor*

1991 - 1996

Ensured smooth operations during peak hours by effectively managing resources and staff allocation.

Trained new employees and delegated daily tasks and responsibilities.

Managed cash handling procedures, maintaining accuracy in financial transactions and minimizing discrepancies in daily reconciliations.

Maintained workplace safety by enforcing strict adherence to company policies and industry regulations.

Bevel Gears, BLR— *Assistant Operations Supervisor*

1989 - 1990

Voltas AC's, BLR— *Maintenance Coordinator*

1985 - 1988

Analyzed equipment performance data to identify trends and develop targeted maintenance plans accordingly.

Coordinated emergency response efforts during unexpected breakdowns, mitigating risks to personnel safety and production timelines.

Assisted upper management in developing long-term strategies for improving overall plant reliability by providing input based on past experiences.

Leveraged strong organizational skills to manage competing priorities under tight deadlines, ensuring the timely completion of all tasks.

EDUCATION

RBANMS, BLR— *High School Diploma*

1982

ITI, BLR— *Diploma in radio/TV*