



# Syeda Tanaz Neha Mohaib

Hostess | Customer Service |  
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## Languages

Hindi

Bengali

French

English

## About

With my recent experience as a Hostess at The Little Bistro, I excelled in greeting and seating diners, managing reservations, and supporting our team during peak hours. Skilled in using POS software and enhancing customer satisfaction through effective communication and service standards.

### BRANDS WORKED WITH

Composite Regional Centre

Indian Political Action Committee

The DONER Project

The Little Bistro

UTSAH

## Experience

### ● Associate

Indian Political Action Committee | Dec 2022 - Mar 2023

- Responsible for ensuring the smooth launch and execution of the political campaign 'Didir Suraksha Kawach' for 23 districts of West Bengal in India, conducting 120 events with political leaders covering 70-100 Gram Panchayats (villages) every day
- Participated in the election monitoring team for Tripura Assembly Election 2023 for two constituencies
- Conducted pilot testing of the mobile application 'Didir Doot' in 5 villages of West Bengal to collect scheme-related grievances of people of WB
- Worked in liaison with political representatives of the people to ensure timely and effective resolution of the citizens' grievances

### ● Research Associate

The DONER Project | Jul 2021 - Nov 2022

- Conducted legal literacy workshops at Government schools in Guwahati providing legal knowledge about fundamental rights to more than 150 female adolescent students of lower economic backgrounds
- Collect and document data on incidents of human rights abuse and violence in the northeastern states of India
- Maintain a crowd-sourced database to enable faster tracking and resolution of violent conflicts by legal authorities

### ● Intern

UTSAH | Jun 2021 - Jul 2021

- Collect supplementary information needed to better understand child rights and their violence, exploitation and abuse
- Develop strategies for campaigning and advocacy for child rights and protection
- Planned and executed a fundraising art exhibition to aid survivors of child sexual abuse in legal and psychosocial services

### ● Intern

Composite Regional Centre | Jun 2017 - Jul 2017

(Government of India) Guwahati, Assam, INDIA Intern June 2017 - July 2017

- Analyze records, reports and results, or examination information to diagnose medical condition of patient

### ● Hostess

The Little Bistro | Mar 2023 - Sep 2023

- Greeted and sat over 120 diners per day while upholding the café's high service standards
- Answered phones to schedule, confirm and cancel reservations, provide information about operating hours
- Developed an editable seating chart to manage seating during peak hours to decrease customers' waiting time by 10%
- Assisted wait staff during peak hours by bussing tables, taking and delivering orders

- Efficiently operated café POS software
- Served as a point of contact to ensure smooth communication between customers and staff members

## Education & Training

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- 2024 ● **SOAS University of London**  
Master of Science,
- 2022 ● **South Asian University**  
M. A. International Relations Security Studies,,
- 2019 ● **Lady Shri Ram College for Women, University of Delhi**  
B. A. (Hons),
- 2016 ● **Gurukul Grammar Senior Secondary School**  
12th Grade (CBSE),
- 2014 ● **Maria's Public School**  
10th Grade (CBSE) Social sciences, Science, Mathematics,,