-

**Deepmala**

**Email ID –** [deepmala.344781@2freemail.com](mailto:deepmala.344781@2freemail.com)

**Personal Statement**

My career objective is to make a significant impact on a business in an environment where I can contribute to the professional and personal success of those around me while continuously improving my skills and abilities. Talented results producing business development and customer service. Ability to communicate with management, clients and internal departments to co-ordinate overall customer satisfaction .Even believing a mature constructive and effective working relationship between staff.

**Area of Expertise**

Client relationship management Inventory Control

Communication and interpersonal skills Possess professional work style

Planning and compliance Administration skills

Negotiating skills Dynamic hardworking team player

**Professional Qualification**

**Graduation from Institute of Hotel Management Catering Technology & Applied Nutrition (IHM) Bhubaneswar (Orissa) in 2003 - 2006.**

**Academic Qualification**

**Indian school certificate (ISC) from Ratnakar north point, Howrah West Bengal in 2002.**

**Achievements**

**Certificate of excellence for most improved Quality agent from Domestic Hotels for the month April, May & June 2011.**

**Career Snapshot**

**Senior Travel Consultant**

Goibibo. New Delhi & NCR, India January 2013 – August 2013

**Senior Travel Consultant**

Yatra Online Pvt Ltd.New Delhi & NCR, India October 2009 - January 2013

**Administration Co-ordinator** August 2008 – April 2009

Copal partners. New Delhi & NCR , India

**Front Office Executive** January 2008 – May 2008

Agilis International .New Delhi NCR India

**Food and Beverage co-ordinator** September 2007– January 2008

Taj Mahal Hotel. New Delhi, India

**Food and Beverage co-ordinator** August 2006- August 2007

ITC Maurya Sheraton and towers New Delhi, India

**Capabilities**

* Stronger inter-personal skills, effective in working both independently as well as team member, highly motivated and positive thinker, professional attitude.
* Details oriented and committed to achieve high level of quality.
* Strong exposure and understanding of business strategy planning and implementation.
* Ability to manage stress, time effectively.
* Achievement oriented with ability to manage change with ease.
* Proven ability in promotion in niche markets and in handling of cop rate and key accounts.
* Excellent communication, people management skills as well as learning skills.
* Strong analytical skills and multi tasking skills.

**Proven Job Role**

**Senior Travel Consultant in GOIBIBO**

**New Delhi & NCR India**

&

**Senior Travel Consultant in Yatra Online Pvt Ltd**

**New Delhi & NCR, India**

* Handling team in absence of Manager.
* Forwarding mails to hotels for confirming the hotels room
* Maintaining quality of service deliver and optimum customer care & direct client.
* Introducing and selling the products to various overseas operators & direct client.
* Handling work with leadership including supervising, setting goals & motivating team for achieving objectives
* Amendments and cancelling of booking as per customer requirements
* Handling customer complaints and offering them a pleasing solution
* Negotiating with Vendors and hotels
* Handling complains & feedbacks by resolving situations in favor of business & valued partners.
* Update and maintain databases such as mailing lists, contact lists and client information
* Monitor incoming emails and answer or forward as required Preparing official memos and forwarding it to concerned departments
* Maintain office filing and storage systems
* Retrieve information when requested

**Admin coordinator in Copal Partners.**

**New Delhi & NCR, India**

**&**

**Admin coordinator in Agilis International**

**New Delhi & NCR, India**

* Representing company by answering calls & passing the accurate information to concern department.
* Welcome corporate client in a pleasant manner and provide hospitality to them
* Schedule all appointments and meetings.
* Taking care of access card, maintaining the card record and issuing it to office employees.
* Ensure knowledge of staff movements in and out of office premises.
* Responsibilities involve handling correspondence, records and filing, telephone call.
* Update and maintain internal staffs contact lists and even general administrative and clerical supports.
* Update and maintain databases such as mailing lists, contact lists and client information.
* People Management - support, coordinate and mentor the administrative staff.
* Coordinate messenger and courier service, Receive, sort and distribute incoming mail
* Monitor incoming emails and answer or forward as required.
* Prepare outgoing mail for distribution, fax, scan and copy documents.
* Maintain office filing and storage systems.
* Retrieve information when requested.
* Update and maintain internal staff contact lists.
* Handling work with leadership including supervising, setting goals & motivating team for achieving objectives.
* Handling complains & feedbacks by resolving situations in favor of business & valued partners.

**Food & Beverage Co-ordinator in Taj Mahal Hotel**

**New Delhi, India**

**&**

**Food & Beverage co-ordinator in ITC Maurya Sheraton & towers**

**New Delhi, India**

* Handling all internal calls from hotel rooms.
* Welcome guest in a pleasant manner and provide hospitality to them.
* Handling guest complaints with a proper solution.
* Escorting the guest to their tables even VIP guest
* Ensure knowledge of staff movements in and out of restaurants.
* Handling internal as well as external calls for reserving tables in specialty restaurants even for the banquet hall booking
* General administrative and clerical supports.
* Taking appreciate action regarding complaints.
* Dealing with reservations and hotel’s VIP’S in the restaurant.
* Assist customers in their inquiries in a professional and courteous manner.
* Maintaining accounting records and preparing accounts and management.
* Entertaining food and beverage orders.
* Managed smooth operations of the restaurants.
* Supervision of food and beverage outlets.

**Industrial Internship**

**6 Months of industrial training from ITC Hotel Maurya Sheraton & Towers ,Diplomatic Enclave, New Delhi ( October 2004 – March 2005)**

**Computer Proficiency**

Operating System: Windows NT/03/07/08

Other Tools: MS OFFICE, Internet tools.

**Personal Details**

Date of Birth 13th July 1981.

Nationality Indian.

Marital Status Single.

Languages Known English, Hindi and Bengali.

Interest Reading books, watching movies, Cooking and travelling.

Visa **Visit Visa**

Declaration

I declare that the forgoing information is correct & complete to the best of my knowledge and belief.

**Date**  **Deepmala**

Reference available on request