Nishtha

Mobile No. C/o 971503718643

Email: nishtha.377406@2freemail.com

CAREER OBJECTIVE

Aspiring for a career that places me in a challenging position within a fast paced and

learning oriented environment for developing my professional and inter-personal skills. I

wish to reach a position of eminence in the industry through upgrading my skills. With my

abilities and skills I aspire to contribute to the organization to my level best for the symbiotic

growth of the organization.

ACADEMIC QUALIFICATION

* X from Karan Public School, Meerut (C.B.S.E) (2008-09)
* XII from Karan Public School, Meerut (C.B.S.E) (2010-11)
* Completed Hospitality Travel Customer Service diploma from Frankfinn Institute Of Air Hostess Training, Meerut
* BA Graduate from C.C.S University, Meerut.

WORK EXPERIENCE

Designation: Reservation Supervisor

Company : Praxis Services Pvt Ltd

Duration : March 15 till Present

 Job Responsibilities

* To be responsible for the Room Reservation of Lemon Tree Hotels across India.
* To make Reservations for Direct Guest, Travel Agent and Corporate Bookers over the call and emails
* To be responsible for handling guest queries on calls and email.
* To be responsible for hotel revenue generation.
* To be responsible for supervision of team.
* To be responsible for forwarding group reservation queries to the hotel sales team and updating the sheet for the same.
* Shifted to Best Western Resort Country Club, Manesar’s Reservations.
* To be responsible for handling team.
* To be responsible for the revenue generation for Best Western.
* To be responsible to hand calls and emails.
* To be responsible for making team roster and marking attendance.
* To be responsible for making all the reports and files for team and their productivity.
* Shifted to Ginger Hotels Reservation as Supervisor.
* To be responsible for team handling and supervision of team.
* To be responsible for taking care of guest ccomplain and to resolve the same.
* To be responsible for team performance.
* To be responsible for making team roster and marking attendance.
* To be responsible to handle the process in absence of process manager.

Designation : Customer Service Associate

Company : IBM Daksh

Duration : July 2014 to March 15.

 Job Responsibilities

* To be responsible to make calls to the high profile customer and sell ITC Loyalty Membership Program.
* To resolve their problems over the call.
* To make lead and to send Executive for enrollment.
* To be responsible to make customer happy with the best Services.

PERSONAL DETAILS

Full Name : Nishtha

Date of Birth : 5th June 1993

Marital Status : Married

Nationality : Indian

Languages Known : English and Hindi.

Hobbies : Dancing, Internet Browsing, Listening to music.

STRENGTHS

* Skilled in building and maintaining good relationship with guests.
* More than one year of progressive experience in handling guest proficient in both oral and written communication skills.
* Dealing with every difficult situation in a calm and professional manner ensuring every guest receives the highest level of service at all times.
* Self Confidence, Positive Attitude, Ambitious
* Quality of leadership and Ability to take Initiative

 (Nishtha)