

SUMMARY

Experienced Hotel Professional bringing 11 plus years of quality performance in customer support supervisory roles. Skilled in mentoring team members to deliver exceptional service and building team morale through effective communication and positive performance feedback. Accustomed to defusing customer dissatisfaction and managing competing priorities with superior results. Constantly upgrading myself with new skills, Digital Marketing being the current interest and updating my present skills.

SKILLS

Customer Handling	● ● ● ● ●	Complaint Resolution	● ● ● ● ●
Situation Handling	● ● ● ● ●	Escalation Management	● ● ● ● ●
Staff Management	● ● ● ● ●	Microsoft Excel	● ● ● ● ●
Staff Scheduling	● ● ● ● ●	Microsoft Power Point	● ● ● ● ●
Training	● ● ● ● ●	Microsoft Word	● ● ● ● ●
Vendor Mangement	● ● ● ● ●	Team Handling	● ● ● ● ●

EXPERIENCE

Customer Relationship Manager

WhiteHat Jr Aug 2020 - Aug 2020

1. Building and maintaining profitable relationships with key customers.
2. Overseeing the relationship with customers handled by your team.
3. Resolving customer complaints quickly and efficiently.
4. Keeping customers updated on the latest products in order to increase sales.
5. Meeting with managers in the organization to plan strategically.
6. Expanding the customer base by upselling and cross-selling.
7. Understanding key customer individual needs and addressing these.
8. Conducting business reviews using CRM programs.
9. Knowing your competition and strategizing accordingly.

Freelancer

The Teal Factory Feb 2019 - Jun 2020

1. Liaise with clients to find out their exact event requirements
2. Produce detailed proposals for events (including timelines, venues, suppliers, legal obligations, staffing and budgets)
3. Research venues, suppliers and contractors, then negotiate prices and hire
4. Manage and coordinate suppliers and all event logistics (for example, venue, catering, travel)
5. Liaise with sales and marketing teams to publicise and promote the event
6. Manage all pre-event planning, organising guest speakers and delegate packs
7. Coordinate suppliers, handle client queries and troubleshoot on the day of the event to ensure that all runs smoothly and to budget
8. Manage a team of staff, giving full briefings
9. Organise facilities for car parking, traffic control, security, first aid, hospitality and the media
10. Oversee the dismantling and removal of the event and clear the venue efficiently
11. Produce post-event evaluation to inform future events
12. Research opportunities for new clients and events.

Senior Duty Manager

Kamat Hotels India Ltd *Mar 2017 - Dec 2018*

1. Greeting the VIP guests of the hotel. As directed by the Front office Manager, Performed special services for VIP Guest's.
2. Assisted in VIP's arrival departure in absence of guest relation officers.
3. Processed Daily Business Reports for the Upper Management.
4. Checked group department, fit and ensure switchboard makes appropriate wake up calls.
5. Handled guest complaints and other related problems and reports on the Front Office Manager's log book.
6. Maintaining cordial relationships with competition hotels of the same Strategic Market Segment

Duty Manager

Taj Hotels (Indian Hotels Company Ltd) *Sep 2013 - Feb 2017*

1. Checked on registration cards of arriving guests and ensured all information are filled on each cards either by Guest Relation Officers or the guests.
2. Approved and signed for allowances, rebates etc., as required by Front Office Cashier.
3. Authorised charges to be made for late departures and/or compliments on them.
4. Promoted and maintained good public relations.
5. Motivated and maintained good staff relations.
6. Maintained and be guided of hotel policy on credit/lost and found hotel guests properties.
7. Gave the instructions to the Night Reception, during the high occupancy periods, regarding: walk-in guests and release room blocked because of no- shows
8. Prepared and checked for VIP's arrival and escorts guests to rooms.

Front Office Supervisor

Taj Hotels (Indian Hotels Company Ltd) *Sep 2010 - Sep 2013*

Front Office Associate

Taj Hotels (Indian Hotels Company Ltd) *Aug 2007 - Sep 2010*

EDUCATION

Bachelors in Science (Hospitality Management)

Institute Of Hotel Management, Kolkata *Jul 2004 - May 2007*

LANGUAGES

English



Telegu



Hindi



HOBBIES

Training and playing with Dogs

Watching Documentaries

Reading books based on Indian Mafia