



Tushar Jain

Relationship Manager
and Revenue Analyst

Skill :

- Marsha
- Opera PMS
- OXI
- MRDW
- E-Fast
- Rate 360
- One Yield
- RPO
- High performance pricing
- MS office
- Strong Analytical and Revenue management skills
- Strong Relationship building and problem solving skills

Strengths:

- Motivated and Optimistic
- Responsible Team worker
- Conflict & Grievance Handling
- Ability to work under stress

Projects Undertaken:

- Marriott-Starwood integration for Bengaluru Location
- Task-Force for Fairfield hotel Amritsar and Renaissance Hotel Bengaluru

Certificates:

- Google Analytics for Beginners
- GreenBoxx|Certificate Programme
- One-Yield Certificate

Executive Summary

Dedicated and Tactful customer service representative with 6 years of experience in managing various customer oriented facets; An analytical thinker with a proven ability in researching and analyzing diverse data. Aiming at leveraging opportunity that utilizes my expertise in client servicing and data analytics domain.

Current Role:

Manager -Room Reservations

JW Marriott, Bengaluru

Rooms: 281

Currently working since Dec-19

- Maintain and keep a check of business on the books & flow of business to the hotel
- Handling the influx of reservations through MARSHA and Opera
- Responsible for retaining longstanding relationship with the customer by spontaneously responding to their queries and assisting them in timely fashion
- Liaison with the other departments for the day-to day operation

Last Role:

Analyst-Revenue Management

Marriott Bengaluru Cluster

Hotels:13 Hotels

From Mar to Dec-19

- Collating data basis parameters like Demographics, Market Behaviour, Segment and Market index
- Analyzing the Collated data using MRDW for meeting business goals -maximizing RevPar, ADR, ARR, Occupancy and profitability of the hotels
- Decision making and Forecasting using one-yield

Previous roles taken:

AM-Room Reservations

Marriott Hotel Whitefield,
Bengaluru

Rooms: 381

Mar -18 to Mar-19

Executive-Room Reservations

Marriott Hotel, Jaipur

Rooms: 346

Feb -17 to Mar-18

Associate-Room Reservation

Courtyard Marriott, Agra

Rooms: 189

Jan -16 to Dec-16

Guest Service Associate

ITC Mughal, Agra

Rooms: 233

Jul-14 to Jan-16

Educational Training

IHM-Mumbai(2011-2014)

Bachelor of Science in
Hospitality and Hotel
administration in Applied
Nutrition

FRAMEBOXX Animation & Visual Effects(2010-2011)

GreenBoxx

St. Conrad Inter College, Agra(2008-2010)

Intermediate 10+2

Personal Co-ordinates:

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