

# VIJAY PAWAR

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04, Kasim Nagar, Bhd Jama Mosque, Nr Laxmi Industrial Estate, New Link Road, Andheri West, Mumbai, MH  
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## Professional Summary

Highly ambitious Client Relations- B2B with background in pre and post sales, marketing and advertising. Expertise in market analysis, forecasting and client needs assessments. total 7 years of providing solutions to customers.

## Skills

- Self-motivated
- Interpersonal and written communication
- Conflict resolution
- Staff development
- Team leadership
- Extremely organized
- Customer service
- Operations management
- Negotiation skills
- Client service

## Work History

**Senior Executive- Client Relations- B2B, 09/2016 to Current**

**Yatra Hotel Solutions Pvt. Ltd. – Mumbai, Maharashtra**

- A key role of coordination with the hoteliers ensuring the fulfillment of each reservation.
- This role is focused in handling all post sales queries via calls and emails and developing strong business relationship with the hoteliers and Affiliates.
- Handling Escalations for example Sold-outs, Rate issue, Contract issue, Shutdown/Renovation, Check in deny etc and if required provide alternate hotel to the client, coordinate with agents & hotels for the bookings.
- Coordinating with the Hoteliers for confirmation/reconfirmation/cancellation/amendment/special request/service issue etc for reservations booked through various channels.
- Coordinating with hoteliers, internal department and travel agents, providing resolution to the incoming calls.
- Managing the inventory.

**Senior Consultant, 03/2014 to 07/2016**

**Sutherland Global Services – Mumbai, Maharashtra**

- Built long-term customer relationships and advised customers on purchases and promotions.

- Demonstrated dedication to continuously improving sales abilities and product knowledge.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Receiving inbound calls and troubleshooting technical issues for the USA customers.
- Chatting with the customers and agents and resolving the issues at real time.
- Respond to the customers email with the resolution.
- Responsible to overlook the fallout in the customers orders and ensure they get AT&N [ American Telephone & Telegraph Company] services.

**Customer Relationship Officer, 04/2012 to 07/2013**

**Hinduja Golabl Solutions – Mumbai, Maharashtra**

- Answered product questions with up-to-date knowledge of sales and store promotions.
- Responded to all customer inquiries thoroughly and professionally.
- Learned, referenced and applied product knowledge information.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Confirming new and existing cab bookings of the customers/guests [pickup and drop location]
- Handling Escalations for instance. chauffeur deny, tariff issue, amendment, cancellation, chauffeur behavior issue etc.
- Coordinating with chauffeur and resolve their issue i.e insurance , RC book and leave and agreement.
- Looking after the guests belongings left in the cab [Lost and Stolen].
- Ensuring customer satisfaction by identifying the guests concern & providing a suitable resolution by being decisive & Showing empathy.

**Outlet Responsible, 04/2009 to 02/2012**

**ALTIUS ENTERPRISES PVT LTD [CREPETERIA] – Mumbai, Maharashtra**

- Organizing the stock and the equipment, order supplies and oversee building maintenance, cleanliness and security and maintaining the inventory.
- Coordinating the staff scheduling and rotas, and motivate and encourage staff to achieve targets.
- Ensuring the standards of hygiene are maintained and that the restaurant complies with health and safety regulations.
- Reconciled cash drawer and corrected any errors.
- Processed customer orders and accurately entered into order system.

**Cashier Customer Service, 06/2007 to 03/2009**

**STAR FOODS PVT LTD [HOG-DOF AND HOT & JUICY] – Mumbai, Maharashtra**

- Monitored scheduled shipment dates to ensure timely delivery, expediting as necessary and

communicating variances to customers.

- Completed all point of sale opening and closing procedures, including counting the contents of the cash register.
- Make Sure the payment by cash, check, credit cards, vouchers, or automatic debits and issue receipts, refunds, credits, or change due to customers.
- Weigh items sold by weight in order to determine prices and keep periodic balance sheets of amounts and numbers of transactions.
- To ensure an accurate accounting of all transactions, collections and disbursements while demonstrating commitment to guest satisfaction and resolve customer complaints.

## **Education**

**Bachelor Of Commerce:** Commerce, 2012

**Mumbai University - Smt Kamaladevi Gauridatta Mittal College**

## **Additional Information**

DOB - 27th Sep 1986.

Knowledge of reservation systems (GDS), IATA rules and basic faring.

Proficient with MS Office suite.

## **Certifications**

- Received certification for the performance of the month by adhering to the stringent quality,
- Achieving targets with high percentage on resolution.

## **Hobby:**

Classic and Soft Songs help me recharge and bring me joy. Hence, in that case, my hobby would be listening to music.

Yet, it consumes all my free time. I enjoy reading and have always been a voracious reader. I prefer reading fiction and non-fiction.