**Ms.Namita Thapar**

Email id: namitathapar@gmail.com

Contact# : 9910053809/ 9354641648

Address: (Delhi)

Height: 5.5

Weight: 52kg

**VISA**

* Holding Valid Visa for USA till 2023.

**Education:**

* Fashion Designing graduate from JD Institute of Fashion designing (affiliated with Miami University) situated in Delhi. India in 2001
* Finished schooling from school-Sadhu Vaswani International School. Subject- Arts(Delhi-India) in 1998

**Work Experience:**

**Latest**

Lexus (Luxury Brand-Toyota)

 ***Executive Assistant to Ceo***

**(**May’17-till Mar’ 20)

*Gurgaon*

*Responsibilities-*

* Maintains executive’s appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel.
* Building and maintaining relationships with clients and key personnel within customer companies.8
* Handling of Board of Directors related activities and communications professionally with accuracy and confidentiality.
* Working on correspondence, communications, presentations and other documents by editing and preparing further.
* Research, collect and analyze data to prepare reports and maintains confidential documents
* Able to prioritize conflicting needs, handle matters expeditiously, proactively and follows- through on projects to successful completion in a high paste demanding environment
* Can operate independently and remotely Carrying out specific projects and research
* Liaising with clients, suppliers and other staff.
* Deputizing for the manager, making decisions and delegating work to others in the manager's absence.
* Conducting business reviews to ensure clients are satisfied with their8 products and services.
* Maintaining calendars and daily meetings.
* Responsible for maintaining Confidential Database, files, documents, including office systems.
* Multitasking and taking initiatives and prioritizing projects seamlessly.
* Working independtly in achieving deadlines.
* Doing telephonic work and emailing as per day to day work requirement
* Day to day interactions with HNI clients.
* Maintaining Ceo daily agenda and following up on the same side by side.
* Keeping minutes of the meeting and sharing the same with the team
* Arranging of accommodation, travel itinerary of the Ceo and clients whenever required.
* Keeping all documents , emails, data ready on daily basis for meetings , travels etc.
* Delegating work given by the Ceo to the team and taking follow-ups on the same for smooth operations of the task given.

**Core Skills**

* Strong reporting and presentation skills
* Good at organizational and planning skills
* Information gathering and monitoring skills
* Problem analysis and problem solving skills
* Decision making ability
* Confidentiality and professionalism
* People Management
* Strong verbal and written English language.
* Strong Hindi and Punjabi speaking skills.
* Pay attention to detail and accuracy
* Query Resolution
* Client Relationship Management
* Strong communication and Interpersonal skills
* Conflict resolution
* Strong Organizational Skills
* Multiple tasking
* Versatile
* Attention to detail

**Technical Skills**

* Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and social media
* Strong spelling and grammar skills

**Past**

Customized Luxury Couture for Men: Janak (Sunil Mehra))

 ***Customer Relationship Manager–*** (Jan’15-May’17)

*Delhi.*

* Staying in touch with Existing Clients for new design/ fabric / accessories updates.
* HR- Hospitality Co ordination
* Manage day-to-day employee relations' issues such as grievance, discipline and other performance related matters.
* Plan appropriate training for new hires, review effectiveness of training provided periodically.
* Staff Training and bringing in new changes for the betterment of the Brand.
* Managing office operations for rendering and achieving quality services, providing first line customer support by answering queries & resolving their issues, ensuring minimum TAT.
* Handling customer service operations inclusive of implementing short / long term plans; coordinating with team with focus on excelling business targets & service delivery metrics.
* Handles customer complaints & carried out assigned work activities as per company policies and procedures
* Identify improvement areas and propose constructive changes to achieve operational excellence.
* Enhancing great customer experience.
* Giving Customers a unique experience with excellent hospitality and attention.
* Focusing on retaining and delighting customers.
* Goal is not to have a customer service that is not just the best ,but legendary.
* Creating and maintaining a strong relationship with the customer.
* Gaining a unrivaled brand immersion experience.
* Managing a team (assisting me in stocks, ,store, hospitality ,etc)
* Overview, critical analysis of stock , staff training, presentation skills.
* Maintaining Store as per in store Layout: Display/visual Merchandise and Window Display
* Managing Daily Appointments with Existing and new Customers
* Ensuring Production team meeting deadlines in order to produce order is ready for customer
* Assisting Brands Events/planning/client service

**Aviation:**

* **British Airways Plc** .Aug 2008 to Mar 2010
* **Jet Airways InternationalLtd.** Mar 2011- till Feb 2015

**Cabin Crew Incharge:**

* To provide excellent customer service always with a smile.
* Recognizing premium cardholders & going the extra mile to recognize their loyalty.
* Face to face interaction with guests in different cabins across the aircraft, i.e First class and Business & Economy guests.
* Guest satisfaction is the prime focus
* Handling guest related queries and resolving them.
* To ensure the safety & security of passengers on-board the aircraft.
* Medically trained to handle any emergencies on-board the aircraft.
* Administering first aid to passengers in distress mid-air.
* Interacting with passengers, meeting & exceeding their expectations always.
* Recognizing frequent flyers & building a good rapport for the company.
* Optimum usage of language skills to resolve issues of passengers.

**Aircraft Expertise:** Boeing - 747, 777 and 737, Airbus-320 and ATR

**Destinations:**

* London
* Italy
* Dubai
* Doha
* Abu Dhabi
* Dammam
* Singapore
* USA