**HOSPITALITY INDUSTRY PROFESSIONAL**

**MOHINI**

**** [Mohini283@gmail.com](mailto:Mohini283@gmail.com) **** +6584057494 ** Delhi (India)

**EDUCATION**

**Bachelors of Arts Degree, 2016**

University of Delhi School of Open Learning, Delhi

**XII, 2012**

Central Board Secondary Education Sarvodaya Kanya Vidayalya, Delhi

**Technical Skills:**

MS Office

Microsoft Windows

Internet Applications

**SKILLS**

Sales and Marketing

Relationship Management

Analytical Skills

Team Coordination

Success and Goal Oriented

Good Communication Skills

Disciplined

Positive Attitude

Methodological & Organized

Problem Solving Skills

Work well under pressure

**Date of Birth:** 7th November, 1992

**Languages Known:** English and Hindi

**Hobbies:** Travelling and Reading

* ***Qualified “Diploma in Hospitality Management” from Beacon International College, Martaban Road, Singapore.***
* ***Completed*** *On Job Training in Catering Service Pro 3 Canteen In P&F Ayer Rajah, Singapore - 6 Months*
* *Seeking challenging assignments across* ***Sales & Marketing/ Business Development/ Customer Service***

**PROFILE**

* **Offering experience of 4+ years across Sales Operations, Business Development, Customer Service, Relationship Management and Team Management.**
* Proficient in planning and conceptualizing various plans to achieve business/ sales goals and aiming towards the growth in business volumes as well as profitability in order to achieve the set targets.
* Highly skilled in maintaining highest standards of customer service giving preference to customer satisfaction & promptly resolving customer problems & concerns.
* **“Exposure to Domestic & International culture across Singapore”** thereby having the ability to work in highly diverse environments with people from varied backgrounds.
* Conceptually strong with an innovative and analytical approach with an eye for detail. Enriched with the ability to learn new concepts and technique within a short span of time.

**Trainings Undergone**

* Serve the Food at Main Food Court.
* Prepared the Burgers once in a week.
* Prepares Sandwiches of Egg, Fish, and Cheese Daily Basis.
* Five Type of Fruits cutting daily basis.
* Food top up.
* Care Taker of Stock Availability.
* Cashier as per Customer Flow

**EXPERIENCE**

**SARGAM INDIA ELECTRONICS PVT. LTD., DELHI *│* Jan’15 – May’17**

**Sales & Marketing Executives**

* Responsible for planning and implementing Sales Strategies and Business Solutions for meeting organizational requirements.
* Handled Sale of Washing Machine, Refrigerators, Mobiles, Laptops, Air-conditioner, etc. Resolving Customers Enquires Related to bill and deliveries of their products.
* Worked on the bulk orders and prepared the best price as per market competition also updated Product Price in the Company Software (BUSY).
* Instrumental in increasing sales, exceeded targeted goals, developed business relationships and built an extensive client base.
* Implemented sales and marketing plans, so that the sales goals were achieved.

**ATUL GAUTAM & ASSOCIATES TRP TAX CONSULTANT *│* Nov’13 – Oct’14**

**Office Coordinator**

* Accountable for handling administrative work specifically related to official documents and material, maintained track records & updated information for the daily transactions.
* Instrumental in
* ITR Form filling up (manually and online).
* Analyzing online Status of Customer Refunds.
* Pan Card Application Form Fill up and generated the acknowledgment receipt.
* Efficiently handled overall responsibilities of data management of the files & business while ensured accuracy, precision and facilitating easy retrieval of records as per required
* Handled day-to-day general correspondences like letters, faxes, Emails, etc and efficiently managed proper and accurate records of incoming/ outgoing communications and confidential files.