**ASHNA MAHAJAN**

**H.No. 47 Sector-5, Trikuta Nagar, Jammu-180012 | 9797125244 | aasshhnnaa.mahajan@gmail.com**

**Professional Summary**

Travel Professional with more than 1 year of experience in Domestic Operation’s, Product Development, Sales and Customer service. My approach is to be open-minded, learn from experienced people and work in team to contribute further to the organization’s growing success where I am engaged.

**Skills**

* Customer requirement prioritization
* Customer service
* Strategic planning
* Team leadership
* Troubleshooting

**Work History**

**Executive (Domestic Operations)**

**Harvey World Destinations** – Gurugram, Haryana

**JAN-2018 to DEC-2018**

* Handling FIT's and MICE
* Managed many corporate events for big corporate like: Organic India, Max Life, Pharmalex, UPL, Shaktiman Agro, Mosaic, Hitachi lift, and many more.
* Hotel booking (Online & Offline)
* Collaboration with vendors & suppliers.
* Resolving Escalations at Customer End.
* Maintaining Sales Report.
* Product Development.

**Summer Internship**

**Ramada Plaza** – Chandigarh

**JUN-2017 to JUL-2017**

* Handled Banquet sales for the hotel
* Dealt with Walk-in guests
* Made proposals for the guests as per the requirement
* Room bookings
* Maintained Sales Report

**Industrial Trainee**

**Park Plaza** – Ludhiana, Punjab

**JUL-2013 to NOV-2013**

* Worked in each department of the hotel – Housekeeping, F&B Service, Food production (Bakery), Front office.
* Handled guest’s complaints & queries.
* Dealt with Walk-in guests
* Room Bookings

**Academic Information**

**Masters of Business Administration**: Travel & Tourism Management2018

**Central University of Jammu-** Jammu & Kashmir

**Diploma**: Travel and Tourism Management 2016

**Central University of Jammu** – Jammu & Kashmir

**Bachelor of Science**: Hotel Management & Catering Technology 2015
**Bahra University** – Shimla Hills, Himachal Pradesh

**12th Board**: CBSE 2012

**K.C Public School** – Jammu, Jammu & Kashmir

**10th Board**: CBSE 2010

**K.C Public School** – Jammu, Jammu & Kashmir

**Personal Details**

**Father’s Name:** Mr. Rajesh Mahajan

**Mother’s Name**: Mrs. Vandana Mahajan

**Date of Birth:** 11th September, 1994

**Marital Status:** Unmarried

**Declaration**

I hereby declare that the above written particulars are true to the best of my knowledge.

Ashna Mahajan Date: