

Vidhi singh

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Execution oriented while upholding organizational values with utmost integrity. I work hard, am well organised and enjoy new challenges. I believe that I would be an excellent member of your team.

EXPERIENCE

OYO LIFE

November 2019 to Present

Project Manager

- Doing coordination with revenue management team.
- Driving renegotiation at properties with non profitable deals with ground team, Handling customer escalation.
- Churn Management & Revenue Optimization.
- Enriching Partners and customers experience with OYO Life.

Nestaway Technology Private Ltd

March 2017 to November 2019

Zonal Relationship Manager

- Specially deputed to NCR.
- Acting as a single point of contact for all the reputed owners of Noida.
- Handling all house owner's escalations and help providing prompt resolution.
- Aggressively work towards controlling Escalation Levels.
- Designing and implementing a process for Customer Experience for better output.
- Maintaining healthy relationship with the owners in order to retain them and build trust on Company by giving them 24X7 assistance.
- Providing best possible solution to the owners which is good for both owners as well as company adhering core values of the organization.
- Resolving queries, minimizing escalations, implementing a process for better customer experience.
- Managed the P&L for owner.
- Drive all aspects of partner relationships including senior level. connect, product offering and solution development.
- Decision makers of prospective and existing clients.
- Vendor Management.
- .Resolving payment issues of vendors.
- Quality check of vendors.
- Ensuring timely services by vendors to clients.

EDUCATION

Galgotias University

MBA

IMS Ghaziabad

BBA

SKILLS

Communication & Interpersonal
Negotiating skills
Team Work
MS Excel