

# CURRICULUM VITAE

**Prachi Rana**

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## **Objective :**

✚ “To be the assets of the organization by dedication and hard work. I keen to work with esteem organization where I can grow with the growth of the company ”.

## **ACADEMIC QUALIFICATION**

- ✚ High school Passed from Aggarwal Public School , Faridabad in 2013.
- ✚ Senior Secondary school Passed from Sarvodya Kanya Vidyalaya, Andrews Ganj, Delhi in 2015.
- ✚ Currently Pursuing B.SC(III<sup>rd</sup> ) Year from IGNOU.

## **WORK EXPERIENCE**

- ✚ Currently working with ORAVEL STAYS PRIVATE LIMITED(OYO) as a (Executive-Supply Excellence, Partner Support). Here we deal with the Property Owner’s Queries & provide them end to end resolutions. Queries Related to any kind of modification in property, Hotel Reconciliations, Payments, Inventory, Terminations, Churn Win Back Etc. This includes resolving the Query Over emails, calls & sometimes meetings with Owner.
- ✚ Worked in YATRA ONLINE PRIVATE LIMITED, GURUGRAM as a Travel Expert from 22-Dec-2016 to 4-Nov-2019
- ✚ YATRA DOMESTIC OPERATIONS (Post sales)- We create Customer Experience & customer delight is the first priority .
- ✚ Expansive knowledge in Booking Processing (Post Sales) ensuring TAT for every work assigned. Monitoring data/bookings, collections of payment, getting confirmations from vendor & hoteliers. Negotiations in order to increase the markup, sorting & identifying the mistakes in the data in order to getting it corrected with 100% dedication.
- ✚ Timely Voucher issuance within 24 hours or payment collection. Reconfirming the bookings and sharing all the data with the vendors so in order to assure everything is at the right place. Taking feedback from the customers post trips and be connected with them in order to maintain the Customer-Company relations.

## **STRENGTHS**

- ✚ Good communication with Team mates and with customers whoever I interact with.
- ✚ I believe in Smart work rather than hard work, as it saves time and doubles up the production.
- ✚ Positive Attitude in difficult solutions. Strong will Power to do whatever assigned to me.
- ✚ Challenging myself to complete the task provided by the seniors within provided time.
- ✚ Believe in strengthening the Team mates & cooperating with seniors and juniors.
- ✚ Basic Knowledge of computer (Ms.Excel, Powerpoint & Word)

## **PERSONAL DETAILS**

-  FATHER NAME : SURAT SINGH RANA
-  DATE OF BIRTH : 21-DECEMBER-1997
-  GENDER : FEMALE
-  NATIONALITY : INDIAN
-  MARITAL STATUS : UNMARRIED
-  RELIGION : HINDU
-  LANGUAGE KNOWN : ENGLISH &HINDI
-  HOBBIES : LISTENING MUSIC AND PAINTING
-  REFERENCE :

## DECLARATION

I hereby declare that the above mentioned information are true and correct to the best of my knowledge and belief.

PLACE :

DATE :