# CURRICULUM VITAE

**ARJUN SHARMA** **Email ID: arjunsharma2862@gmail.com**

**C-99A, First Floor, Right Sight, Phone No.: 091-8527841407(M) Panchsheel Vihar, Malviya Nagar,**

**New Delhi-110 017**

**INDIA**

# CAREER SUMMARY

Proficient executive operations with well communication and organizational abilities. Expertise in improving process and maximizing customer satisfaction. I am looking forward to a challenging career which would assure me a good career and job satisfaction. I am confident enough to face the existing competition and will try to perform always beyond the expectation of the organization.

To seek a challenge task where I devote my education, skill and help the company to achieve its target and to obtain good knowledge.

# STRENGTH & SKILL

* Ability to work as individual and group.
* Ability to learn new concepts quickly.
* Ability to maintain good relationship with both higher officials and co-workers.

# ACADEMIC QUALIFICATION

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| --- | --- | --- | --- |
| **EXAMINATION** | **YEAR OF PASSING** | **PERCENTAGE OF** **PASSING** | **COLLEGE/SCHOOL** |
| **CBSE** **10TH** | **2008-09** | **50%** | **K.V.** **ANDREWS** **GANJ** |
| **CBSE** **12TH** | **2010-11** | **70%** | **K.V.** **ANDREWS** **GANJ** |
| **DIPLOMA** **IN** **F&B** **SERVICE** | **2011-12** | **PASSED** | **IHM** **PUSA,** **NEW** **DELHI** |
| **BSC** **IN** **HOSPITALITY** | **2012-15** | **PASSED** | **IHM** **GURDASPUR,** **PUNJAB** |

**PROFESSIONAL EXPERIENCE**

* 7 years 5 Months

**Organization: GOIBIBO-Hotel Operations Associate, Gurgaon-Haryana. Designation: Hotel Operation Executive (from December-2015 to April-2018)**

**Roles & Responsibilities:**

* Strong computer skills especially word processing, hotel operating systems and spreadsheet creation.
* Deal with domestic bookings and international booking as well.
* Deal with customer queries and complaints.
* Having a solid understanding of all hotel functions.
* Ability to identify, understand and give priority to urgent issues.
* Handle customer service issues.
* Hotel contracting and on boarding sales.
* Self-motivated and having a pro-active mindset.
* Positive and upbeat approach to employee relations and guest complaints.

**Designation: Reservations Officer (Sales & Marketing)**

**Unit Reservations Office- TAJ PALACE (from April-2018 to December-2019)**

**Regional Reservation Office Five Hotels, New Delhi** **(From December-2019 to 01st October-2022)**

**Roles & Responsibilities:**

* Room Reservation.
* Handling Corporates booking and clients.
* Handling Embassy booking and HOS visits.
* Rates updating on Extranet.
* Operating all OTA Extranets, rate updating and OTA escalations.
* Inventory management.
* Proficiently managed guest expectations to ensure optimal satisfaction.
* Customer handling.
* Complete knowledge of hotel operations.
* Outstanding oral, written and communication skills.
* Ability to deal calmly with challenging situations.
* Handling Mice Bookings

**Organization: Le Meridien New Delhi**

**Designation: Assistant Manager Sales & Marketing (10 Oct – 31 Dec 2022)**

# ROLES AND RESPONSIBILITIES

* Responsibility for Corporate and Travel Agent Room Sales for the hotel.
* Clear understanding of the hotels business strategies then set goals and to determine action plans to meet those goals.
* Update action plans and financial objectives quarterly.
* Identify new markets and business opportunities and increase sales.
* Represent Hotels in various events and exhibition.
* Implements all sales action plans related to my market areas as outlined in the marketing plan.
* Conducts daily sales calls and arrange site inspection trips to hotels by corporate clients.
* Ability to provide quick and timely response, immediate communication to the properties, develop professional long-term business relationships.
* Provide the highest quality of service to the customer at all times.
* Participates in sales calls with members of Sales Team to acquire new business and/or close on business.
* Executes and supports the operational aspects of business booked (e.g. CVGR, generating proposal, Corporates Rate Application letter, writing contract, customer correspondence.
* Ability to supports hotels service and relationship strategy, driving customer loyalty by delivering service excellence throughout each customer experience.

* Work closely with Revenue Manager to ensure proposed rate negotiations meet the financial needs of the hotels.
* Develop strong relationships with on property front office team to ensure working in unity and always striving to achieve the same goals.
* Accompany sales team on sales calls to potential clients to assist in development of the accounts and to access the effectiveness and sales skills of the sales person.
* Assess additional training needs based on data gathered and interaction with sales team from property visits.
* RFP for corporate requests
* Attending all department and hotel meetings as necessary.
* Targeting key accounts potential for the company.
* Builds and strengthens relationships with existing and new customers to enable future bookings. Activities include sales calls, entertainment, FAM trips, trade shows etc.
* Develops relationships within community to strengthen and expand customer base for sales opportunities.
* Manages and develops relationships with key internal and external stakeholders.
* Acquiring and developing new business accounts and preparing sales proposals for clients.
* Closely following up on all business leads within a 24-hour response time line to clients.

**Organization: The Squa.re**

**Designation: Assistant Manager Accounts Support (MEA & APAC)**

* Responsibility for Corporate and Travel Agent Room Sales for the service apartments & aparthotels.
* Clear understanding of the business strategies then set goals and to determine action plans to meet those goals.
* Update action plans and financial objectives quarterly.
* Identify new markets and business opportunities and increase sales.
* Implements all sales action plans related to my market areas as outlined in the marketing plan.
* Conducts daily sales calls and arrange site inspection trips to hotels by corporate clients.
* Ability to provide quick and timely response, immediate communication to the properties, develop professional long-term business relationships.
* Always provide the highest quality of service to the customer.
* Participates in sales calls with members of Sales Team to acquire new business and/or close on business.
* Targeting key accounts potential for the company.
* Builds and strengthens relationships with existing and new customers to enable future bookings.
* Manages and develops relationships with key internal and external stakeholders.
* Acquiring and developing new business accounts and preparing sales proposals for clients.
* Closely following up on all business leads within a 24-hour response time line to clients.

# PERSONAL SKILLS

* Comprehensive problem-solving abilities.
* Ability to deal with people.
* Willingness to learn.

# TECHNICAL SKILLS

Basic Knowledge: MS Office Word, Excel & Power Point with latest windows, Internet browsing, Sabre, Unity, OTA Extranet & Opera.

**ACHIEVEMENTS & EXTRA CURRICULAR**

● Hobbies in Travel listening Music & Cooking.

# PERSONAL PROFILE

Father’s Name : Mr. Vinod Sharma

Nationality : Indian

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| --- | --- |
| Gender : | Male |
| Date of birth : | 3rd September-1992 |
| Marital status : | Married |
| Languages known : | English, Hindi, and Punjabi. |

# DECLARATION

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

**Place :** New Delhi (**Arjun Sharma**)

**Date**  :