

ANSHUL JAISWAL

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CAREER SUMMARY, KEY SKILLS AND STRENGTHS:

An experienced and skilled Hospitality and Travel Professional with an experience of more than 11 years with Hospitality and Travel & Tourism Industry. My expertise are Corporate Travel Management, Back Office Operations and Client Services.

Client Account Management, Customer Service, Office Administration, Front Office Management and Operations, Corporate Travel Management, Hospitality Management and Team Management are some additional skill sets.

Apart from all above, I am a Team player, Quick Learner, Enthusiastic, Multitasking and have flexibility and adaptability to work in different environments/profiles. Time management has always been most important to me.

WORK EXPERIENCE:

- Currently working with **FCM Travel Solutions (India) Private Limited** as Senior Executive from 21st April 2022 till date.
- Worked with **Roomsexpert.com** as Assistant Manager Operations from 17th Dec 2018 till 25th August 2021.
- Worked with **Yatra Online Private Limited** as Team Leader Operations from 20th July 2015 till 11th December 2018.
- Worked with **Radisson Blu Dwarka, New Delhi** as Front Office Supervisor from 16th February 2015 till 15th July 2015.
- Worked with **Holiday Inn, New Delhi International Airport, New Delhi** as Front Office Supervisor from 04th November 2013 till 10th February 2015.
- Worked with **Optus Sarovar Premiere, Gurgaon** as Front Office Assistant from 5th December 2011 till 31st October 2013.
- 22 Weeks (From 12 Jan 2009 till 12 June 2009) Industrial Training from Hotel, **The Hans, New Delhi** in all the four major Departments.

KEY DUTIES AND RESPONSIBILITIES:

❖ With FCM Travel Solutions, Roomspert.com and Yatra Online Pvt Ltd

- Supervising day-to-day operations of department and team members. Ensuring operations are carried out in most efficient way. Maintaining high score of CSAT, TAT.
- Managing Corporate Travel, managing domestic as well as international business trips for corporate clients which includes Hotel Booking, Flight Booking, Cab arrangements, Travel Insurance, Visa.
- Arranging Event, Seminars, Conferences, Meeting (MICE) for corporate clients, MNC's and C suite Traveler. Calendar management, coordinating for conference room and executive services as may be needed.
- Coordinating over emails and calls with Admin personals/Employees related to their requirements. Checking bills, getting approval & submission in Accounts department.
- Planning, scheduling, and promoting office events, including meetings, conferences, interviews, orientations, and training sessions. Handling requests related to MICE /Events for international and domestic requirement.
- Vendor management, contracting and negotiating with vendors for best possible deals. Ensures proper documentation of contracts and renewal.
- Keeping the track of expenses incurred, reconciliation and timely submission of expense reports. Coordinating with Finance team for timely payment and invoice
- Developing, reviewing, and improving standard operating procedures and policies. Creating, maintaining, and sending daily reports and MIS to client as well as management.
- Handling a team of more than 10 to 15 People and managing their roster and training them on new assignments or new processes, managing escalation and other complaints or service-related issues.

❖ With hospitality Industry

- To create 100% guest satisfaction by providing efficient and effective front desk service and to perform duties to maximize the business outcomes of the hotel.
- Listens, apologies with empathy, finds a solution and follows through when resolving guest problems.
- Supervising Front Desk and assigning tasks to team members and working as a shift in-charge. Assisting duty manager in their work.
- Handling Room Reservations, travel arrangements and sending confirmations to guest, ensuring Revenue maximization by Up selling and converting queries.

PROFESSIONAL QUALIFICATIONS:

- Graduate in 4- year degree course of BHMCT (Bachelor of Hotel Management and Catering Technology) from IHM Meerut under affiliation of GBTU (formerly UPTU), Lucknow, with 69% in the year 2011.

ACADEMIC QUALIFICATIONS:

- Passed 12th from CBSE board in Science Stream with an aggregate of 63% in year 2005.
- Passed 10th from CBSE board with an aggregate of 66% in year 2003.

PERSONAL DETAILS:

Father's Name	Mr. Shiv Kishore Jaiswal
Gender	Male
Marital Status	Single
Nationality	Indian
Religion	Hindu
Language Known	English & Hindi
Permanent address	A-1/266 Prem Kutir, Hastal Road, Uttam Nagar West, New Delhi - 110059
Contact No.	+91-8447955044
Email address	anshuljaiswal1987@gmail.com
Date of Birth	15 th July 1987

DECLARATION:

I do hereby declare that all the information's given above by me are true and correct to best of my knowledge.

Date -

Place - Delhi

Anshul Jaiswal
(ANSHUL JAISWAL)