

Manviya Gupta

Sr Sales Reservation Associate



2 Years 9 Months



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Key skills

- SAP Proficiency
- Budgeting & Risk Management
- Hospitality Sales & Reservations
- Travel & Tourism Expertise
- Hotel Sales
- Hotel Booking
- Marketing / Sales
- Communication
- Customer Service
- Time Management



Personal Information

City **New Delhi**

Country **INDIA**



Languages

- English
- hindi



Profile Summary

Dynamic and results-driven professional with over 2 years of experience in customer service, sales, and operations. Skilled in driving revenue growth, enhancing client satisfaction, and managing complex operational projects. Proven ability to lead teams, implement strategies, and foster strong client relationships. Adept at international travel, hospitality, and event management.



Education

BHM, 2023

IHM Shimla



Work Experience

Apr 2024 - Present

Sr Sales Reservation Associate

Praxis Services

1. Boosting hotel sales operations to increase revenue by 15% and enhance client satisfaction.
2. Cultivating and nurturing relationships with pivotal clients, encompassing corporate accounts and B2B agents.
3. Partnering with revenue management teams to synchronize pricing strategies with organizational objectives, resulting in a 10% increase in average room rate.
4. Conducting comprehensive market trend analysis to pinpoint and seize new business opportunities, leading to a 20% expansion in client base.
5. Devising and executing sales strategies to optimize profitability, resulting in a 25% surge in sales revenue.

Jun 2023 - Feb 2024

Management Trainee Intern

Cafe Coffee Day (CCD)

1. Aligned daily operations with company objectives by managing inventory and cash flow efficiently.
2. Fostered a collaborative environment and achieved consistent results by providing effective leadership to the team.
3. Conducted impactful sales presentations and implemented customer service enhancements.
4. Improved customer retention through personalized loyalty-building initiatives, resulting in a 20% increase in repeat business.
5. Aligned rate negotiations with financial goals to support revenue

management, contributing to a 15% increase in annual revenue.

Aug 2020 - Aug 2021

Associate

The Mansion Courtyard

1. Provided excellent guest services, managing reservations, check-ins/outs, and addressing client needs.
2. Enhanced relationships with key corporate accounts and B2B agents, resulting in increased revenue.
3. Collaborated with the revenue team to execute impactful sales and pricing strategies.
4. Played a key role in achieving a 15% revenue increase through strategic upselling efforts.



Internship

3 Months

Sales Intern

Radisson Hotel Group