NISHANK SHARMA

RESERVATIONS SUPERVISOR @ VARU BY ATMOSPHERE – MALDIVES

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Dedicated Reservation Professional with **8 years of extensive experience** in the **hospitality sector**. *Proven track record of implementing initiatives to maximize* **room occupancy and revenue**. *Proficient in* **leveraging technologies to streamline reservation processes** *and enhance organizational performance, ensuring seamless guest experience.*

Possess a deep knowledge **of industry trends,** *exceptional* **communication skills, and a commitment to delivering unparalleled customer service**. *Seeking to contribute expertise in reservation management to a dynamic team.*

Worked Across: Varu by Atmosphere – Maldives ★ ITC Hotels ★ JW Marriott

PROFILE SUMMARY

- **Revenue Management: Skilled at devising and executing** comprehensive **cross-sell & up-selling** techniques to optimize room revenues, ensuring the implementation of revenue-driven policies.
- **Reservation Coordination: Adept at** overseeing all aspects of the **reservation department** with a sharp focus on accuracy and efficiency. Streamline **reservation processes to enhance guest satisfaction** and uphold high service standards.
- **Team Leadership and Development:** Spearheads the **recruitment, management, training, and development of the Reservations Team.** Emphasize a culture of continuous improvement, teamwork, and exceptional service standards.
    - → Expert in monitoring and maintaining high standards in the appearance and performance of the Reservations Team.
- **High-Pressure Environment: Demonstrate** swift adaptation in high-pressure environments, efficiently handling stressful situations with a commitment to displaying integrity and professionalism when interacting with guests and colleagues.

PERSONALITY TRAITS:

- **Communication Skills:** Articulate and effective communicator, adept at conveying information with clarity to guests and team members.
- **Customer-Centric Approach:** Demonstrates a genuine commitment to understanding and meeting the needs of guests, ensuring a positive and memorable experience**.**
- **Detail-oriented:** Meticulous in handling reservation details, ensuring accuracy and precision in all aspects of the booking process.
- **Adaptable and Flexible:** Thrives in a dynamic and fast-paced hospitality environment, adapting quickly to changing priorities and guest demands.

CORE COMPETENCIES

‣ Revenue Optimization	‣ Attention to Detail	‣ Training and Development
‣ Guest Reservation	‣ Team Leadership	‣ Quality Assurance
‣ Customer Service	‣ Up-sell & Cross-sell	‣ Hospitality Regulations
‣ Communication Skills	‣ Data Analysis	‣ Conflict resolution
‣ Market Research	‣ Cross-cultural Understanding	‣ Stakeholder Communication

Technical Skills: Opera (PMS and CRS), SynXis, TravelClick, MARSHA, MS Office

KEY ACHIEVEMENTS

Guest Experience:	- Introduced a **New Arrival Check Report**, eliminating oversights in **guest requests and preferences,** resulting in a significant **improvement in guest feedback.**
Revenue Growth:	- Spearheaded a remarkable **40% increase in FIT (Free Independent Traveler)** revenue. - Successfully achieved the revenue budget for **three consecutive months.**
Accolades:	- Nominated for the **prestigious Employee of the Month** award.

WORK EXPERIENCE

Reservations Supervisor ‣ Varu by Atmosphere - Maldives (108 Keys)   **May 2022 – Mar 2024**

Growth Path: Reservations Supervisor ← Reservation Agent

- **Key Reports Preparation:** Lead the creation of dynamic rolling, revenue, and travel agent production reports, providing critical insights into business performance.

- **Departmental Trainer:** Orchestrate the onboarding and training of new team members for enhanced operational efficiency. Function as a certified departmental trainer
- **Reservation Handling:** Streamline the reservation process by promptly inserting reservations into the system based on received requests, ensuring accuracy and timely response to customer needs.
- **Inventory Optimization:** Assist Travel Agents and the sales team with real-time inventory availability, facilitating seamless operations and maximizing sales opportunities.
  - → Worked on inventory management through the channel manager, ensuring optimal control and utilization of available resources.
- **Reporting Updates:** Update and maintain critical reports, including Daily Pace, Weekly Pace, and Vision reports, ensuring stakeholders have access to timely and relevant information.
- **Timely Stop Sale:** Share stop-sale summaries with Travel Agents and the Sales team proactively, minimizing disruptions and optimizing revenue management strategies.
- **Reservation Operations:** Conduct arrival checks, transfers, and payment follow-ups for future reservations.
  - → Implement systematic reconfirmation processes, conducting correspondence checks to enhance reservation accuracy.
- **Online Portal:** Update and manage reservations floated through online portals like booking.com, Expedia, and Travelclick, proficiently troubleshooting any arising issues.
- **Extranet Verification:** Conduct reservation checks with the extranet of online portals, confirming accuracy in the reservation process.

Reservation Supervisor ▶ ITC Hotel – Cluster Reservations (25 Hotels)	Feb. 2017 – Aug. 2021
Growth Path: Reservations Supervisor ← Senior Reservation Agent	

- **Central Room Reservations:** Oversaw and manage all aspects of Central Room Reservations, collaborating closely with the Manager to ensure seamless operations.
- **Team Mentorship:** Led and mentored a dynamic team of over 30 reservations agents, working alongside the Reservations Operations Manager to foster a high-performance culture.
- **Revenue Monitoring:** Collaborated with Hotel Manager to monitor reservations, ensuring capture of sales from incoming reservation calls.
- **Reservation Operations**: Executed pre-arrival procedures and maintained accurate records on pick-ups, cancellations, no-shows, and reservation sources, enhancing overall operational efficiency.
- **Guest Communication:** Called guests to confirm guaranteed and non-guaranteed reservations, cleared waitlisted reservations, and managed house position.
  - → Ran relevant reports to check for special requests, guaranteeing rooms were appropriately blocked, and collaborated with the Manager on Special Attention and VIP guest requirements.
- **Request Processing:** Processed Employee Comp requests and handled Friends/Family requests with guidance from the Department Head.
- **Managerial Role:** Fulfilled duties of the Core & Reservations Manager in their absence, showcasing leadership & decision-making capabilities.
- **NetRez System Operation:** Operated and managed the NetRez (auto float reservations) system, ensuring accurate reservation processes.
- **Team Morale Enhancement:** Cultivated favourable working relationships among employees, promoting maximum morale, productivity, and efficiency within the team.

Guest Service Agent – Front Office ▶ JW Marriott Bengaluru (297 Keys)	Jun. 2015 – Oct. 2016

- **Daily Reporting:** Generated and maintained daily reports to track key operational metrics, facilitating data-driven decision-making.
- **Guest Check-In/Check-Out:** Assisted guests during check-in and check-out formalities, ensuring a positive and efficient experience.
- **SOP Adherence:** Upheld the excellence of services by strictly adhering to Standard Operating Procedures (SOPs), guaranteeing consistent and high-quality guest experiences.
- **Brand Standards Maintenance:** Safeguarded and maintained Brand Standards through rigorous compliance with Standard Operating Procedures, contributing to the overall reputation and image of the establishment.
- **Stock Management:** Took ownership of department stock, overseeing procurement, storage, and distribution processes to maintain optimal inventory levels and support smooth operations.

ACADEMICS & CREDENTIALS

- **Bachelors** || Hotel Management || IHM, Bengaluru   2014

Courses &Training: Diploma in Aviation, Hospitality and Tourism (2010) || Certified Departmental Trainer || Frankfinn Institute of Airhostess Training