

Vijay Dua

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Career Objective

To work in an intellectually motivating environment in an organization which shall offer challenges to solve problems and set up better systems. An environment where I can put into creative use my analytical abilities and experience acquired hitherto so as to work progressively to accomplish the company's objectives and subsequently attain for myself higher responsibility levels.

I am a highly motivated, creative and versatile management professional, especially skilled at building effective, productive working relationships with clients and staff. I possess excellent management, negotiation and public relations skills. I am seeking a challenging management position that offers extensive contact with the public.

Career Synopsis

- ❖ Qualified & seasoned professional with over 25 years of extensive experience in the hospitality & related industry.
- ❖ Currently working with Concentrix Daksh services a Sr. Customer service Executive with Sprint US customer service.
- ❖ Successfully handled Customer service operation with HCL Technologies with British Telecom as Sr.Customer service Associate
- ❖ Successfully handled Sales Operations with Hotel Madhuban Massourie's Delhi Sales Office.
- ❖ Successfully handled customer service operations with INTELLINET GLOBAL SOLUTIONS LTD NEW DELHI as Sr.Customer Service Associate.
- ❖ Successfully handled Customer Care Operations with I Gate Global Solutions, NOIDA as Sr. Customer Care Associate.
- ❖ Successfully handled Front Desk & Sales Operations at Hotel Marina, Hotel Krishna Continental & Hotel Siddhartha (JayPee Hotels).

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- ❖ An astute & result oriented leader with responsibility for operationalising strategy within an operations area & accountable for the functioning of the operations & high level of client satisfaction.

Career Highlights

- ❖ Qualified & seasoned professional with over 25 years of extensive experience in the hospitality & related industry.

Sep.2015 till date

- ❖ Currently working with Concentrix Daksh services a Sr. Customer service Executive with Sprint US customer service Effective Sep.2015 till date

July 2013-Sep 2015

- ❖ Successfully handled Customer service operation with HCL Technologies with British Telecom as Sr.Customer service Associate. from July 2013-Sep 2015

January 2012 To January 2013

Hotel Madhuban,Massourie

As **Asst. Sales Manager**, the Job involved coordination with maximum corporate houses regular individuals and corresponding departments and travel agents in order to generate maximum room revenue for the whole year.Also taking care of the Delhi sales office and in coordination with the head office providing all the concerned reports like Productivity and Attendance report. Meeting operational Sales Targets. Also Handling all Hotel Booking, Confirmation, Cancellation and Refunds.

August 2008 to January 2012

INTELLINET GLOBAL SOLUTIONS LTD

Successfully handling customer service operations with Intellinet Global solutions Ltd. New Delhi as a Sr. Customer Service Associate.

Responsibilities

Handling all **Hotel Booking, Confirmation, Cancellation and Refunds.**

Working knowledge of different types of Applications and GDS (e.g... Right Now Technology, ADT, CRD, Apollo, Worldspan etc) interactions with Hotels globally through E-fax messenger ,E-mails and Phone.

Working as a **Supportive Function** to Team Leader in order to meet Process requirement. Working as a **Mentor** to Train, Coach and Support New Team Members .

Preparation of various reports for process like **Productivity , Attendance and Quality report.**

Meet Daily operational Target and Deadline as per Clients requirements.

January 2008 till August 2008

EXL Service.com Noida

Worked as Customer care associate for British Gas process. Profile include calling the British Gas Customers who had opted to leave the services of British Gas and trying to retain them also calling to collect the Debts.

April 2006 to December 2007

I Gate Global Solutions Noida

Worked as **Sr. Customer Care Associate** with I Gate Global solutions ltd, NOIDA. Job involved solving inbound customer's technical and non technical queries regarding the UPC Barcode Scanner provided to the people of US free of cost, also recruiting them for joining the panel for the company to be eligible to get the scanner. Job also involved making roster, Preparation of various reports for process like Productivity ,Attendance and Quality report. Meet Daily operational Target and Deadline as per Clients requirements.

February 2005 to April 2006

VAN GUARD PVT LTD

Worked with VANGUARD for inbound Collections process for customer queries for the people in US for their problems in using collecting services, also helping them out with monetary problems giving them options for paying their dues on line.

December 2002 to February 2005

SANTUSHTI (The Catering People)

Worked with SANTUSHTI (The Catering People) as Operations Manager, Looking after the day to day operations like catering orders & Organising Parties, Coordination with Event management Companies, vendors and suppliers.

1997 to 2002

Assistant Front Office/Assistance Sales manager

M/S Hotel Krishna continental

A **Three star hotel** in South Delhi having 60 rooms and a speciality restaurant, Bar and 24 Hours Coffee shop. Job involved looking after day to day Front Office operations and generating maximum revenue from room sales. As Assistant Sales manager, the Job involved coordination with maximum corporate houses and travel agents in order to generate maximum room revenue for the whole year.

1996 to 1997

Assistant Front Office Manager

Hotel Marina

100 room **Four Star Hotel** Located in Connaught Place New Delhi having a Speciality Restaurant, 24 Hours Coffee shop and a Bar. The Job involved Day to working of the Department, allotting Duties to the staff, handing guest queries and complaints, room requirements, coordination with corporate houses and travel agents, regular individuals and coordination with corresponding departments.

1992—1996

HOTEL JAYPEE SIDDHARTH

A 100 room **5 star Hotel** in New Delhi having 100 rooms, coffee shop, speciality Restaurant, Bar Health Club, swimming pool. The job involved daily working of the department in all the shifts, taking room reservations, allotment of the rooms, guest queries and complaints, day to day operations, room requirements, coordination with corporate houses and travel agents & regular individuals.

Educational Credentials

- Three Years Full Time Diploma in Hotel Management from Institute of Hotel management Catering Technology & Applied Nutrition, Lucknow (1992).
- Schooling from Navyug School, New Delhi.

Date of Birth:	31 st March, 1969
Marital Status:	Married
Gender:	Male
Nationality:	Indian

References & Documentation Available on Request

(VIJAY DUA)