



SUMMARY

Enthusiastic tourism professional with 1.5 years of hands-on experience in guest relations, and Client Servicing dedicated to creating exceptional guest experiences and exceeding customer expectations. Proficient in customer service, issue resolution, and contributing to tourism operations' success. Seeking a creative and challenging role in the travel and events industry to utilize my skills and passion for exceptional customer service and client satisfaction.

EDUCATION

MBA (tourism & travel management)

Indian Institute of Tourism and Travel Management,
Gwalior
2021-2023

BBA (human resource management)

Devi Ahilya Vishwa Vidhyalaya,
Indore
2018-2021

HOT SKILLS

- MS Excel
- MS Powerpoint
- Canva
- Digital Marketing

SOFT SKILLS

- Guest Relation
- Event Coordination
- Strong Communication
- Captaincy
- Team Work
- Time Management
- Creativity
- Adaptability

LANGUAGES

- English
- Hindi
- Marathi

PROFESSIONAL EXPERIENCE

Guest Relation executive and event coordination

Evoke Experiences - Lallooji & sons | 20 October 2023 - Present

- Handled Front and Back office management
- Guest handling and customer service
- Handled Events and Conferences
- Worked with Business development team
- Logistics Management
- Reservation and bookings
- Itinerary Planning

Guest Relation

Ramoji Film City | 1 March 2023 - September 2023

- VVIP and VIP tour escorting at tourism department of ramoji film city
- worked in the front office team
- Logistics Management
- Handled customer relations and their queries

Social Media Intern

Not On Map | August - September 2022

- Handled the instagram page of company,
- Worked with the Business Development team
- Worked with reservation team for lead generation.
- Designed flyers, mailers and reels

Intern

Let Her Travel | October 2021

- Worked for lead generation
- Posters & Flyers designing