



SRISHA MURTHY

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OBJECTIVES:-

To thrive on challenging assignments in a dynamic & professional environment that will bring out the best of my abilities in terms of analytical skills, work experience and aid me in achieving my goals leading to the pinnacle of the organization I am associated with to provide my skills. Hardworking, Quick learner and eager to get opportunities to improve myself professionally and contribute to the growth of the organization with quality services.

Work Experience:-

I did my Internship as **Sales and Marketing Head** in the field of **Sales and Marketing** of websites and web services to clients all over goa in **RAJAS ADVERTECH PRIVATE LIMITED. Goa.**

I started working as **Business Associate** in the **Field of Sales and Marketing** Later Promoted as **Corporate Trainer and Leader**, in **Zorg Inc., Goa.**

I started working as **Corporate Trainer and Leader**, in the **Field of sales and Marketing** in **Echoboom management and entrepreneurial solutions Private Limited. Navi Mumbai.**

I started working as **Sales and Support Head** in the field of **Sales and Marketing and IT in Fergus Software Technologies Private Ltd 205B, Pinnacle Business Park, Corporate Road, Near Prahlad Nagar Garden, Anand Nagar Road, Ahmedabad 380015 India**

I started working as **Sales and Marketing Head** in the field of **Sales and Marketing and in Teak Systems Incorporated, A Company incorporated in Portland, Oregon, United States of America.**

DETAILED RESPONSIBILITIES

Leadership

- Ensures my Team is well groomed and Organized and punctual.
- Provides leadership and direction to the Operations team to ensure that the goals of the organization are met with regard to providing exceptional customer service while maximizing the organizations profitability.
- Develops and implements strategies to ensure optimization of business opportunities.
- Acts as an ambassador and representative to promote positive relationships and strong partnerships for the benefit of the organization.
- Takes leadership in the implementation of the departmental SOPs, company programs, procedures, methods and practices.

Operational Efficiencies

- Works with the management to develop an operational strategy that is aligned with the brand's business strategy and leads its execution.
- Directs the overall operations of the organization; inspects and reviews all assigned operations including but not limited to the front desk, concierge, reservations, security, valet, bell, etc.
- Ensures adherence to customer service standards within established departmental policies and procedures.

- Evaluates and modifies/corrects systems and structures that create problems or impede commitment to excellence in service.
- Ensures customer service interactions are timely and professional, achieving positive guest/problem resolution.
- Works closely with the Director – Sales & Marketing and implements necessary rate changes to maximize organization revenues.
- Closely monitors demand, rates and demand forecasts and makes recommendations concerning current and future rates.
- Participates in developing the organization's marketing strategies to increase volume and market share; identifies potential opportunities for incremental revenue wherever possible
- Stays current, knowledgeable and abreast of the latest in industry equipment, technology and techniques; works closely with IT to improve the property management system software where required.
- Analyses existing data and trends, and takes actions to reduce costs and increase organization revenues wherever possible.
- Maintains good rapport with all external corporate bookers and OTA Market Managers.
- Manages all aspects of safety, including training and reporting.

Implementation of Systems & Processes

- Introduces, directs, reviews and recommends the implementation of systems and processes to increase operational productivity.
- Ensures that all SOPs are adhered.
- Drives improvements in the operations function whereby tracking and monitoring the customer complaints and associated information systems in the hotel to achieve high levels of customer satisfaction.

Skills

- Team work
- Time management
- Self confidence
- Communication

- Negotiation and persuasion
- Problem solving
- Leadership
- Customer service
- Computer knowledge - Well versed with MS-office - Excel, Word, Power point. Well versed with Internet & email. Sending, Receiving, format and drafting E-mails, Surfing, Google Workspace and Sending replies and taking **feedback**.

Employee Performance & Management

- Drives staffing plans and enables the hiring of the right talent into the team.
- Creates an empowering environment for employees in the team.
- Implements relevant skill enhancement initiatives to build on required competencies, functional & behavioral.
- Drives the performance levels of direct reports by setting in place performance goals, supporting their execution and providing regular feedback through mechanisms like performance reviews.

Continuous Improvement

- Develops innovative initiatives to enhance internal efficiencies and effectiveness of the team
- Proactively seeks and encourages suggestions from other departments in improving the capabilities of the department

HOBBIES AND SPECIAL INTEREST

- Biking Enthusiast at Gears Goa.
- Photography and Editing.
- Reading Car Magazines and Automobile Blogs.
- Learning Latest Tech.
- Travelling, Hiking, active member in various hiking clubs.
- Listening to Music.

- Cooking and trying out new cuisine.
- Completing trek held by **Goa Hiking Association**.

Personal Details

- **DATE OF BIRTH:-** 10th June 1998 (AGE – 22 Years)
- **Gender :** Male
- **Nationality :** Indian
- **Passport :** Yes

LANGUAGES KNOWN:-

- English
- Hindi
- Konkani
- Marathi
- Kannada

ACADEMIC QUALIFICATION

Course	School / collage	PERCENTAGE
Secondary school SSCE (SSC – 10 th)	Bal Bharati Vidya Mandir, Raibandar	52%
Higher secondary school COMMERCE (Hssc – 12 th)	DCT'S Vasantrao Dempo Higher Secondary School of Arts, Science and Commerce, Bambolim , Goa	43.33%
Bachelor of commerce (Bcom)	S.S. Dempo collage of commerce and economics , Bambolim , Goa	Intermediate

Declaration:

I hereby declare that above written particulars are true to the best of my knowledge.