

RESUME



PRADHAN KG

Contact Information

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Bur Dubai

PERSONAL DETAILS

Name: PRADHAN K.G
Gender: Male
Nationality: Indian
Date of Birth: 01-March-1995
Marital status: Unmarried
Language Known: English , Hindi , Kannada , Kodava
,Tamil

Career Objective

To be associated with a reputed organization and pursue my career by contributing my best knowledge and performing towards the achievement of goal of the organization.

AREAS OF INTEREST

- Hospitality sector
- Marketing
- Management and Administration
- Accounting
- Supervising
- Auditing

TOTAL WORK EXPERIENCE: 6 YEARS 6 MONTHS

Reliance SMSL Ltd

Designation: Sales Officer (September 2020 to October 2021)

- Responsible for on-boarding of customers for the products and services on the Reliance B2B platform within the Assigned territory.
- Responsible for recruitment and on-boarding of interested Retailer and Wholesalers, building and maintaining strong professional relationship with them.
- Responsible for training and troubleshooting support for my set of customers with respect to the platform and any of its products or services.
- Driving the usage and adoption of products and services on the Reliance B2B platform, communicate the schemes and promotions to the retailers.
- Act as a point of contact for attending return request from the customer and aid in addressing their concerns.
- Responsible for achieving on-boarding target, activation targets, sales/collection targets and delivery of high quality customer service to existing and potential customers.

OYO HOTELS AND HOMES	Designation : AGM (August 2017 to December 2020)
	<ul style="list-style-type: none"> • Audit properties to check for revenue inclusion of both OYO bookings and hotel bookings. • Inspect properties on a daily basis for proper functioning and adherence to standards. • Ensure a great customer experience and minimize customer escalations. • Ensure only the right set of hotels are on-boarded, People Management. • Train hotel staff to improve and own CX. • Manage relations with owners to ensure transformation changes needed on operational basis. • Customer retention and relationship building conducting Customer Delight Activities. • Inputs to Pricing team about local events. • Fraud Prevention (Prevent GMV Leakage).

Blanket hospitality ventures Pvt ltd	Designation: Assistant Unit Manager (October 2015- April 2017)
	<ul style="list-style-type: none"> • Register guests and assigns rooms. • Accommodate special requests and ensure to exceed Customer satisfaction. • Assists in pre-registration and blocking of rooms for reservations. • Thoroughly understand and adheres to proper credit, check cashing, and cash handling policies and procedures. • Understands room status and room status tracking

Appin Travel Consultants	Designation: Ticketing Executive (August 2013 to October 2015)
	<ul style="list-style-type: none"> ● The main duty is to comply and record information to assemble tickets. ● To select ticket blank, invoice, and customer account card. ● To fulfill the jobs such as compiles, computes, and records identification and fare data, using tariff manuals, rate tables, flight schedules, and pen or ticket imprinter. ● Responsible to set targets for sales of season tickets and all matches on the ticketing system in advance of each game in preparation for ticket sales. ● Maintain the coordination with ticketing system service providers regarding the system capabilities and proposes to the line manager any additions or adjustments needed.

EDUCATIONAL QUALIFICATION : Bachelor of Commerce	
TECHNICAL SKILLS	
▪ MS office:	MS Excel, MS PowerPoint, MS Word

RESUME

EXTRACURRICULAR SKILLS

- **Hobbies:** Photography, Swimming , Drawing, Reading, Trekking, Running
- **Attributes:** Good observer, Goal oriented and Competitive.

I do hereby declare that all the above stated statements are true to the best of my knowledge.

Pradhan KG