



YUKTA SRIVASTAVA

HOSPITALITY | HOTEL MANAGEMENT | ADMINISTRATION | MARKETING

CONTACT

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CORE COMPETENCIES

- Leadership Skills
- Coordination Skills
- Multitasking Abilities
- Interpersonal Skills
- Strong Communication Skills
- Critical Thinking Abilities
- Poised under Pressure
- Pleasing Demeanor
- Optimistic
- Upselling Skills

HONOURS & AWARDS

- Received BRAVOs award for excellent service rendered to guests.
- Awarded "Employee of the Month" while being employed with Radisson Hotel.

PROFILE

A competent, resourceful and highly capable Hotel Management professional with working experience in the hospitality section including reservations, administration, sales and marketing. A pro-active customer relations specialist adept in maintaining solid customer relationships. A confident self-starter with demonstrated proficiency in upselling and implementing marketing strategies.

A co-operative team member who has been instrumental in taking and implementing administrative decisions as the situation demands. A warm and friendly person with a track record for being customer-centric. Seeks a challenging job in the hospitality industry where I can put my skills and experience to good use for the development and future growth of organization and self.

SKILLS & ACHIEVEMENTS

- Possesses a distinguished knowledge in executing sales strategies with good negotiating skills and creative selling abilities.
- Maximized revenue by maintaining strong client relationships and through strategic up-selling.
- Proven experience in hotel operations.
- Coordinated with sales team to identify new businesses.
- Implementing sales and marketing plans.
- Certified in sales with a strong academic background.
- Proficient guest relations associate and reservations executive.
- Excellent interpersonal, telephonic and customer service skills.
- Possesses a strong knowledge in contact center and airline industry procedures and methodologies.
- Assisted in creating a warm and welcoming environment for guests.
- Managed complaints in a friendly and efficient manner.
- Delivered a "WOW" service while understanding the requirements of each and every guest; served 450+ guests on a daily basis.
- Built and maintained strong relationships with new and existing customers.
- Ensured accuracy in cash and shift handover.
- Assisted in accelerating service operations, maintained excellent customer and public relations which resulted in strong profit margins.
- Supported the management in formulating strategic plans and operations and recommended excellent sales tactics.

PROFESSIONAL EXPERIENCE

SPICEJET LTD.

Reservation Executive, Gurugram, Haryana, India

March 2021- July 2021

- Responsible for all reservations based on customer's requirements and budgetary allowances.
- Accountable for processing payments and conveying confirmation details to customers.
- Achieved success in up-selling, as appropriate, by providing information on additional services or special packages, such as tour tickets, travel insurance, or upgraded seats/accommodations.
- Effectively solved problems and sorted out issues with bookings/reservations.
- Performed in a busy sales team environment.
- Provided assistance and advise to customers with respect to a variety of travel options.

EDUCATION

BSc in Catering Science and Hotel Management - IIHM Bharathiar University, India

Front Office, Food production, Housekeeping, Food & Beverage, Accounts, Human Resource & Marketing

May 2016 – May 2019

BA in Hospitality Management - IIHM University of West London, UK

Global Marketing, Strategic Management, Corporate Events, Managing Human Resources

May 2018 – May 2019

Advanced program in International Hospitality Administration -IIHM,

Delhi, India

May 2016 – May 2019

INTERESTS

Listening to Music

Swimming

Bowling

Photography

Sports

Cycling

RADISSON BLU

Guest Relations Assistant. Faridabad, Haryana, India

June 2019- Nov 2020

- Performed quick and efficient check-in in compliance with hotel and quality standards.
- Managed walk-in guests and provided expert services in a courteous manner.
- Processed room billing in accordance with hotel procedures.
- Promptly answered telephone calls in a welcoming manner accompanied by apposite greeting; supplied relevant information in response to telephonic queries.
- Executed tasks related to shift opening and closing check lists.

EASTIN HOTEL

Trainee. Kuala Lumpur, Malaysia

June 2017- Jan 2018

- Extended support to managers over multiple tasks.
- Conducted internal training sessions for employees and reviewed their performance on a quarterly basis.
- Performed reservations of all travel agents and communicated the rates to guests.
- Handled front desk duties and cash management.

PERSONAL DETAILS

- Nationality- Indian
- Date Of Birth- 27th August 1998
- Marital Status- Single
- UAE Driving License- No
- Languages Known- English, Hindi
- Visa Status- Visit visa