**SIDDHARTH THAKUR**

 **Cell:** +971-544 30 9977

 **Email:** thakursiddharth09@gmail.com

 

**To achieve organizational goals with full commitment, dedication and hard work through my efforts followed by the regular process of learning and growth for the betterment of the organization.**

**CAREER SYNOPSIS**

* A competent professional with 10 yrs. of experience in Travel/Sales/Hospitality/Admin
* Flexible, attention to detail and ability to learn quickly
* Possess excellent listening and responding skills
* Ability to handle multiple tasks and solve customer queries efficiently
* Possess good sales and customer service skills
* Excellent administrative and organizational skills
* Ability to maintain basic knowledge of products, pricing, promotions, procedures, and other important issues
* Highly initiative to manage a busy workload without close supervision
* Ability to build and maintain good relationship with customer

**AREAS OF EXPERTISE**

**Travel / Operations**

**Customer Service**

**Sales/Timeshare/Hospitality**

**Administration.**

PROFESSIONAL EXPERIENCE:

***April.2008 to 31st Jun.2010 WITH AVIS at OBEROI HOTELS & RESORTS – Operations & Administration***

**Was working with Front Office and was Handling Travel Operations & Administration in Shimla with OBEROI Group**

**Responsibilities**

**Operations Functions:**

* To check & take bookings of entire hotel guests and NR (Non Residents).
* To make & maintain whole Tour Chart of the Vehicles from source to destination place & vice versa in distance.
* To ensure strict discipline is maintained among the staff
* To ensure timely dispatch of the documents to Corporate Office
* To maintaining & keeping record of assets register as well as of Imprest A/c.
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* To maintaining & keeping record of assets register as well as of Imprest A/c.
* To ensure timely servicing & maintenance of Vehicles done and keeping record of the same.
* To send Daily Sales Report and Car Utilization report every day.
* To satisfy Customers needs
* To make Holidays Plan and site visit’s as per day for the Customers.
* Timely E-mail handling & coordinating with the Hotel Official Staff as well as Company’s Staff.
* To ensure that permit of all the vehicles get renewed on monthly basis.
* To maintain accounts & keep records of Receipts & payments done.

.**Administration:**

* Responsible for submitting payroll timely and accurately.
* Monitored and controlled overtime and associates’ absences.
* Maintain a clean, professional and safe working environment by inspecting and scheduling maintenance, and ensuring that all office and warehouse equipment is properly accounted for and in safe working condition.
* Followed up on and resolved customer complaints.
* To ensure custody, control and security of branch assets.
* To ensure that stationery required for the office.
* Maintaining the Imprest A/C of the office and also keeping records of Payment orders received through Bank.

***August 2010 to November 2011 with Bajaj Finance Ltd as an Front Office Executive***

**Company Profile:**

BAFL is an NBFC registered with RBI, BAFL Has been re-classified as an “Asset Finance Company”. BAFL is engaged primarily in the business of financing of two wheelers, consumer durables, Personal computers, personal loans etc.)

**Responsibilities**

* Handled the tasks of preparing customer correspondence and updating customer files
* The job profile also included taking customer complaints and directing it to concerned department.
* Co-ordination with the dealers regarding the dealer payments.
* Processing of customers files as per the prescribed credit policy of the Company.
* Checking of the KYC documents & other documents required as per the policy.
* Maintaining records of files and other documents related to customers & Dealers.
* Timely process of files.
* Coordination with the Customers, Dealers & Branch Office to process the files smoothly.

**Worked with Vivanta by Taj, Gurgaon.**

**Handling Travel Desk in Front Office with (Travel Department of Taj Hotels & Resorts).**

**2014- Currently working with MAHINDRA HOLIDAYS & RESORTS LTD. (Timeshare Vacation Ownership) as a Relationship Manager in DUBAI .**

Job Description:

The key responsibilities of this function include:

•    Hiring & Leading the onsite sales time

•    Planning, evaluating, implementing and continuously improving all aspects of sales functions and processes.

•    Achieving stretched targets and managing sales in a result-focused environment.

•    Making effective sales presentations and closing deals.

•    Resolving team and member/ customer conflicts.

•    Maintaining strong client relationship and high level of customer service.

•    Identifying potential customers and new business opportunities.

•    Constantly liaising with other departments for smooth functioning.

•    Maintaining own awareness of product in order to sell effectively.

•    Training, motivating and coaching small teams of sales executives.

     Responsible for productivity & conversion rates

**EDUCATION & CREDENTIALS**

* **EMBA from National Institute of Business Management (NIBM)**
* **In Sales & Customer Relationship Management**
* **Graduation in Humanities**

DAV College Chandigarh, Punjab University **(Year 2007)**

* **Diploma in Computer Course (Basics)**

Shimla **(Year 2008)**

**Pursuing MBA in sales and customer relationship management from National Institute of Business Management (NIBM).**

**PERSONAL DOSSIER**

Date of Birth : 20th February 1984

Address :House No – 429, Lane 15, Near DAV School. Sector- 4 New Shimla.

Marital Status : Single

Pin code : 171009

**Declaration**: I hereby declare that all the above information are true correct to the best of my Knowledge.

**Siddharth Thakur**

**+971 544 30 9977**

**Dubai UAE.**