



ANAMIKA M KUMAR

E-Mail ID: anamikamkumar@gmail.com

Mobile Number: +91 9953893385

Nationality: Indian

Career Objective

To be an astute learner and the performer in an organization. I want to build an innovative career by using my skills and talent and also to seek challenging assignments and responsibilities with an opportunity to grow and advance my career successfully.

Professional Experience

**** Reservations Sales Supervisor | Soneva Resorts | Praxis Services ****

September 2020 – May 2021

Job Role:

- Responsible for handling VIP clientele from all around the world for all Soneva Resorts.
- Handling reservations inbox & social media (WhatsApp & Skype).
- Ensuring a positive & memorable experience for guests.
- Establishing long-term relations with direct guests & travel partners.
- Attending calls & emails from potential clients religiously.
- Resolving guest escalations proficiently.
- Managing workflow & training new hired employees.

Skills:

- Excellent communication and problem-solving skills.
- Strong guest satisfaction and an ability to work well in teams.
- Desire to help others towards targets & develop their skills.
- Ability to set, meet and exceed targets.
- Motivational & mentoring skills.
- Adapting to changes according to organization requirements.
- Exceptional interpersonal skills.

**** Supervisor | Operations | Oberoi Hotels & Resorts ****

November 2016 – July 2020

Job Role:

- I was responsible for the direction, performance and results of the operational activity for a team comprising of 36 to 42 associates inclusive of inbound customer service representatives.
- To provide strategic direction, to mentor and to provide quality control support.
- Maintain and improve operations by monitoring performance. To organize workflow and ensuring that employees understand their duties or delegated tasks.
- Training new employees & handling reservations inbox.
- To prepare monthly roster for the voice team.
- Handling guest escalations & queries for all domestic & international Oberoi resorts.
- I was also responsible for coaching, resolving issues and serving as a link between associates and upper management.
- To prepare and submit performance reports.

Competencies

Believe in work ethics and time-tested work culture based on honesty of purpose, integrity, loyalty and strong management information system. I have imbibed the values of hard work, truthfulness and sincerity.

Internship

DECCAN CHRONICLE: Successfully completed 1 month internship in Deccan Chronicle News Bureau, Thiruvananthapuram from July 1 to July 31, 2013 under the supervision of Mr. John Mary (Resident Editor). My by-lines and reports were also published in the meantime.

CNN-IBN: Did my summer internship in CNN-IBN under the supervision of Ms. Priyanka Dubey (CNN-IBN Correspondent) from 16th June to 31st July.

Academic Background

Institution	Degree	Performance
Trinity Institute of Professional Studies, Dwarka, New Delhi I P University, New Delhi	BJMC (2012- 2015) (Bachelor of Journalism and Mass Communication)	First Year - 85% Second Year – 76% Third Year – 80%
Army Public School, Dhaulakuan, New Delhi (CBSE)	XII (2012)	72% (Humanities Stream)
Army Public School, Dhaulakuan, New Delhi (CBSE)	X (2010)	8.4 CGPA

Software Skills

Basic knowledge of: Microsoft Office Excel

Good Knowledge of: Microsoft Office – Word, PowerPoint, Opera, Trust

Achievements

- * House prefect at School Level.
- * Participated in every cultural program in school.
- * Active Cadet in 4 Delhi Girls BN National Cadet Corps at School Level and achieved "A" certificate.
- * Participated in 9th CII EXIM BANK CONCLAVE ON INDIA-AFRICA Project | Partnership as a Hostess for Shapoorji & Pallonji Group held in Hotel Taj Palace, New Delhi.
- * Participated in photography exhibition in Trinity College.
- * Secured 2nd position in Panel Discussion as a script writer in college.
- * Actively participated in News Bulletin as a news reporter in a college project.
- * Participated in the AALEKHYA 3rd Annual Cultural, IT & Media Fest as a co-ordinator in Trinity College.

Hobbies & Interests

- Reading
- Writing
- Singing
- Travelling

Personal Information

Mother's Name: Nisha M Kumar

DOB: 20th July 1994

Nationality: Indian

Residence Address: B-26, Bhagwati Garden Extn, Near Dwarka More Metro Station, New Delhi 110059

Languages Known: English, Hindi, Malayalam

I hereby declare that the above particulars are true and correct to the best of my knowledge. If given a chance to work for your organization, I assure you I'll put in my best efforts.

ANAMIKA M KUMAR

Date: 1st July 2021