Rakesh Kumar

House No. 2 Delhi Admn. Flats, Nimri Colony, Ashok Vihar, Delhi 110052.

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# Objective

* Develop and promote creativity and high-order thinking skills that increase the performance of the students.

# Education

* Mahatma Gandhi University

Bachelor of Arts: General English, Microeconomics

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| **Professional Summary** | * Experienced Reservation Specialist with over five years of experience in Marriott Hotels. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits. * One year experience of Nesting and Team leading. |
| **Work History** | Reservations & OTA Executive | Marriott International - GURGAON,  HARYANA, INDIA 02/2016 – 03/2021.   * Company name: Marriott hotels India private limited. * Department: Reservations (GEC) Designation: Reservation, OTA Sales & Service Specialist. * Time period: 22nd, Getting reservations done for all Marriott hotels worldwide over Phone Calls, through E-faxes & emails. * Making reservations of Booking.com, Expedia, Yatra.com, and Agoda for all Marriott hotels worldwide. * Respond guests query through emails/calls. * Resolving all reservation related query. * Knowledge of OTA operation Maintain all work reports in excel for daily basis data analysis and generating various reports. * Maintained transaction security by verifying payment cards against identification. * Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel. * Entered customer data using Marsha software and updated information whenever patrons changed rooms. |

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| **ACCOMPLISHMENTS** | * Business Grammar: The Mechanics of Writing Preparing for Organizational Change Developing Strong Customer Relationships Information Security and Protection Training (ISPT) - eLearning 2017 Building Trust Information Security and Protection Training (ISPT) eLearning 2016 Delta Hotels: Getting to Know the Brand Delta Hotels: Getting to Know the Brand Assessment. |

## Communication

* Excellent written and Verbal communication skills.

## Leadership

* + Patience.
  + Critical thinking.
  + Team work.
  + Time management.

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**Date : 11 sep 2021**

**Rakesh Kumar**