

**Hitesh Pujari**

Mobile: +91- 8696596911

Email Id: Hieteshpujari06@gmail.com

OBJECTIVE

To make optimum use of my strength to achieve desire goal. To Build Career with dynamic & professionally & managed organization to reflect high standard of performance in any assignment given there by Organizational and personal growth.

KEY SKILLS

- Patient and compassionate
- A good listening ear
- Communication
- Customer satisfaction
- Time management

STRENGTHS

- Smart Working
- Ability to grasp the new skills quickly
- Hard Working
- Confidence
- Friendly Nature

EDUCATIONAL QUALIFICATION

- Senior Secondary School Examination Passed from National of Open schooling in the year 2012.
- Secondary school Examination Passed from National Institute open schooling in the year 2010.

OTHER QUALIFICATION

- Successfully completed IN-FLIGHT TRAINING COURSE from jet Airways training academy from Mumbai (Andheri).
- 3 month's diploma of basic computer.
- Successfully completed Revenue Management Course from AHLEI,

EXPERIENCE

- Worked with Ambica Choice from May'2012 till August'2013.
- Worked with Transcomunic (BPO) as a customer service executive from September'2013 till September'2014.
 - Handling international [UK] guest calls.
 - Upselling products.
- Started my career in Hotel Industry as and Reservation Executive with Royal from January'2015.
 - Worked on CRS system.
 - Responding incoming and outgoing calls.
 - Responding emails of direct guests and travel partners.
 - Preparing daily reports.
 - Managing future inventory.
- Currently working with Taj Lake Palace, Udaipur as a Reservation Officer from September'2015.
 - Reporting to Director of Revenue Management.
 - Working on PMS.
 - Handling direct queried along with queries from travel partner.
 - Making courtesy calls to guests.
 - Learning on reservation Synxis.
 - Using Vision for reports.
 - Ensure to take care of all the inbound and outbound reservation emails.
 - Managing Groups and Weddings.
 - Team Management.
 - Managing rates and inventory under observation of Director of Revenue.

EXTRA - CURRICULAR ACTIVITIES

- Participated in various sports events.
- Participated in various Cultural/Social events.

HOBBIES

- Playing cricket.
- Spending time with friends and family.

PERSONAL DETAILS

Date of Birth: 15th June'1993

Address: Udaipur

Languages Known: Hindi and English.

DECLARATION

I hereby declare that all the information given above is true and I hold the responsibility of its authenticity.

Hitesh Pujari

