



Poorvi Gupta

Customer Handling

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Profile

Friendly and prompt Front Desk Receptionist with good hands in using phone computer and office equipment. strong multitasking communication and interpersonal skills. strong skills and ability to handle all front office operations

A dedicated and highly organized Hotel Management professional with 2+ years of experience in front desk operations, customer service, and reservations. possessing a polished and professional demeanor with exceptional communication and interpersonal skills. Experienced in handling guest inquiries, providing excellent customer service, and maximizing room occupancy.

Education

Aug 2018 – Dec 2021	Hotel Management, Jagannath University	New Delhi, India
2016 – 2017	High Secondary, Sardar ballabh bhai patel	New Delhi, India
2013 – 2014	High school, Aldrich Public school	New Delhi, India

Projects

May 2019 – Jul 2019	Industrial Training Report on oberoi udaivilas udaipur The training program is an excellent opportunity for us to get to the ground level and experience things that we would have never gained by going straight into the industry.
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Professional Experience

May 2022 – present	Customer Care Executive, Tech Mahindra Managing a team of representatives offering customer support. Overseeing the customer service process. Resolving customer complaints brought to your attention. Creating policies and procedures.	New Delhi, India
Jun 2021 – Dec 2021	On Job Trainee, Roseate Hotel	New Delhi, India
Jan 2021 – Mar 2021	Industrial training, <i>Jaypee Hotels & Resorts (Jaypee Vasant Continental)</i> Creating guest database. Handling guest accounts. Coordinating guest service. Trying to sell a service. Ensuring guest satisfaction.	New Delhi, India
Apr 2021 – Sep 2021	Sales Executive, TWISS SPARKLING	Delhi
Oct 2021 – Dec 2022	Customer Care Executive,, TechMahindra	Noida

Skills

Communication
Attention to Detail
Team Work
Customer Services
Public Relation

Problem Solving
creative
Time Management
Decision Making

Certificates

Industrial Training

Best head cordinator
University

One Minute show
University

1st Prize Face painting
university

Bronze medal in Archery
state level

Languages

Hindi



English



Interests

Travelling, Swimming, Art & craft, Cooking

Achievements

- Served as a captain at Eros, New Delhi, India
- Served as a captain at British High Commission
- served as a captain Australian embassy