

Rohit Jain

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Career enhancements in Travel and Hospitality with a growth oriented organization.

AN OVERVIEW

- ❖ Currently working with Yatra online Pvt. Ltd, Gurgram
- ❖ Successfully completed 6 months with IBM Daksh, Gurgaon
- ❖ Successfully completed 14 months with hotel blue stone New Delhi.

EMPLOYMENT RECITAL

- ❖ Designation : **Travel Specialist (SME)**
- ❖ Organisation : **Yatra online Pvt. Ltd (Gurgram)**
- ❖ Duration : Since 01st Oct 2010 till now

Accountabilities

- Handles customer queries on e-mails, complaints and forums mail.
- Building strong relationships with clients.
- Taking care of post sales service of hotel bookings.
- Taking care of post sales service of dynapack (hotel + flight) bookings.
- Taking care of failed transaction cases and failed bookings.
- Taking care of refund and reimbursement procedures.
- Ensure all bookings & reservations are processed accurately.
- Hotel and car voucher issuance.
- Cancellation, amended voucher issuance.
- Handles customer queries and provides alternatives for customer travel in cases of emergency situations.
- Team support (Helping to team members).
- Process support (Creating Loss line, discount line or updating and altering MO)
- CMS Monitoring
- E-wallet process.
- Highly skilled in planning and selling itinerary tour packages and promotional incentives. (Sales)
- Package design according to customer requirement and ready-made packages.

- ❖ Organization : **IBM Daksh, Gurgaon**
- ❖ Designation : **Customer Service Executive**
- ❖ Duration : **23 Feb 2010 to 30 Sep 2010**

Accountabilities

- Package design according to customer requirement and ready made packages.
- Highly skilled in planning and selling itinerary tour packages and promotional incentives. (Sales)
- Hotels and flight sales (Taking call for new hotel reservation)

- ❖ Organization : **Hotel Blue Stone**

❖ Designation : Front Office Associate
❖ Duration : 21 Nov 2008 to 09 Jan 2010

Accountabilities

- Check-in and check-out hotel guests in a confident, professional, and friendly manner.
- Initiate courtesy call after check-in to ensure guest is satisfied with accommodations as well as offer any assistance
- Review arrivals noting special requests and blocking rooms as necessary for VIP and group arrivals.
- Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies and procedures.
- Possesses a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary.
- Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange.
- Uses proper mail, package, and message handling procedures. Courier Mail Register
- Responsible for sailing the hotel rooms to the guest through systematically method.
- Night Auditing during night shift
- To train the new staff in procedures and the hotel software.
- To manage staffing, including weekly offs & leaves.

ACADEMIA CREDENTIALS

- ❖ 2002-2006 Graduate BHM&CT (Bachelor of Hotel Management and Catering Technology) from MJP Rohilkhand University Bareilly.
- ❖ 12th from UP Board in 2001 with Commerce with I div.
- ❖ 10th from UP Board in 1999 with II div.

PERSONAL ATTRIBUTES

- ❖ Good communication & presentation skills.
- ❖ Proficient in use of MS Office (Word and PowerPoint).
- ❖ A resourceful and reliable team member.
- ❖ Hardworking, self-motivated and responsible person with an articulate and outgoing personality.
- ❖ Enjoys meeting new challenges and seeing them through completion, while remaining confident and good humored under pressure.

PERSONAL DOSSIER

Date of Birth : 20th March 1984
Hobbies : Listening to music
Languages Known : English and Hindi
Contact Address : 3064/224, Frist Floor Near Relaxo show room, Chander nagar, Tri Nagar, Delhi 35.

I (Rohit Jain) hereby acknowledge that all the information mentioned above is correct in my belief.

Date:

Place: New Delhi

(ROHIT JAIN)