

NAMRATA AHUJA

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Experienced Tourism and Public Relations Professional | Dynamic and results-driven professional with a strong background in hospitality, destination marketing, and strategic communications. Proven expertise in brand promotion, media relations, and customer engagement, with a talent for crafting compelling narratives that elevate tourism experiences. Skilled in event management, crisis communication, and stakeholder collaboration to enhance brand visibility and audience reach. Passionate about delivering exceptional travel experiences and cultivating robust industry networks to drive innovation and sustainable growth.

SKILLS

- Public Relations
- Management Skills
- Team Management
- MS-Office
- Leadership
- Communication Skills
- Crisis Management
- Google Technologies
- Canva

PROFESSIONAL EXPERIENCE

Event Management Supervisor Sep 2024 - Apr 2025

- Brands: ITC, BlackBerry, MG Motors.
- Oversaw end-to-end event execution, including staff supervision, vendor coordination, and on-site logistics.
- Managed event registration processes and guest communications using tools like Canva and email campaigns.
- Resolved real-time operational issues to ensure seamless event flow and client satisfaction.
- Supervised event personnel and volunteers to ensure adherence to event plans and high service standards.

Guest Relations Executive July 2024 - Aug 2024 goSTOPS Pvt. Ltd is one of the leading backpacker hostel brands.

- Delivering exceptional guest service and ensuring operational excellence.
- Greeted and assisted guests with a courteous and professional demeanor to ensure a welcoming experience.
- Managed day-to-day front-of-house operations, ensuring smooth and efficient service delivery.
- Handled guest inquiries, feedback, and complaints promptly to maintain high satisfaction levels.
- Collaborated with cross-functional teams to uphold quality standards and service consistency.
- Ensured seamless coordination of guest services, contributing to memorable and positive guest experiences.

EDUCATION

Bachelor of Business Administration in Tourism and Travel Aug 2022 - May 2025 **Indian institute of tourism and travel management CGPA: 7.5**

St.Teresa's school Jul 2021 - Jun 2022 **GPA: 90%**

St.Teresa's school Apr 2019 - Mar 2020 **GPA: 80%**

ADDITIONAL INFORMATION

Languages: English, Hindi, Sindhi. **Certifications.** : DCA Course

- Intermediate Spanish Course