



Ahmedabad



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<u>Devyani.verma4@gmail.c</u> om

DEVYANI VERMA

Objective

To contribute to the advancement of a prestigious organization with a forward-thinking, creative team in order to maximize my potential. I have roughly seven and a half years of successful experience working in the hospitality business and in client success roles. I am open to pursuing new work opportunities.

Experience

Jan 2023 till present

Client Onboarding Specialist • Onboarding Specialist • Paperchase Accountancy

I am responsible for making sure that every customer has a good experience with the business. As a Client On-boarding Specialists, I oversee the on-boarding of new clients and collaborate with other departments to make sure everything goes as planned.

May 2022 - December 2022

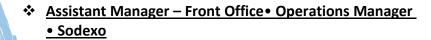
Duty Manger • Operations Manager • Radisson RED, Mohali

Giving customers top-notch service. Putting strategies into action to increase client happiness. Effective complaint resolution. Giving the team advice on how to improve client communication.

serving as a focal point for team members' and clients' communications.

Updating clients on service changes and reporting on customer satisfaction to management.

January 2021 – December 2021



Exclusively served and look after the Ambani family and their guests during their visit to Jamnagar Refinery. Took care of all the precaution about Covid - 19 while working with the HNI and VIP personalities.

September 2018 - November 2020

Duty Manger • Operations Manager • IHCL (Taj Hotels)

Allocation, Meeting visitors when they arrive and depart, resolving complaints, departmental training, and junior budget owner. Addressing employee grievances, departmental budget decisions, organizing forthcoming events, room blocking, processing reservations, and many other things.

<u>August 2015 – June 2018</u>

❖ STEP Trainee • Operations Trainee • Trident Udaipur, Oberoi Hotels

Learnt about the basics of hospitality and customer management by working in all related departments of the hotel.

I specialized in front office operations and sales. My forte is client success.

Education

IIM, Indore

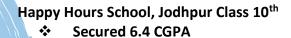
Certification in Digital Marketing & Strategies - Skilled for devising marketing campaigns to maintain a brand.

IGNOU, Delhi Batchelor's of Tourism Studies

 Gain knowledge about Indian and International Tourism Industry

Himalaya Public School, Delhi Class 12th

Secured 85%, Gained knowledge about Business Studies, Economics and Accounting Basics.



SKILLS

★★★★★ Leadership

★★★★ Communication

★★★★ Customer Relationship Management

★★★★ Customer Service

★★★☆☆ Digital Marketing

★★★★☆ Business Strategy

