

Gaurav Mishra

Personal Information

Date of birth: 17/01/1998

Nationality: Indian

Phone number: 9284046935

Email address: nmgaurav780@gmail.com



Work experience

08/2017 – 03/2018
Virar, India

Client Service Manager Crazy Event Diggers

- Built client relationships by responding to inquiries, identifying and assessing clients' needs, resolving problems, and following up with potential and existing clients.
- Interacted with clients on regular basis to quickly alleviate issues and provide project updates.
- Maintained client files with sales contracts, records of client interactions, client notes, and other information.
- Performed duties and provided service in accordance with established operating procedures and company policies.
- Delivered outstanding service to clients to maintain and extend relationships for future business opportunities.
- Scheduled and attended meetings with clients and prospective clients as requested.

12/2018 – 07/2019
Mumbai

Operations Manager Apricot

- Supervised operations staff and kept employees compliant with company policies and procedures.
- Developed systems and procedures to improve operational quality and team efficiency.
- Managed inventory and supply chain operations to achieve timely and accurate delivery of goods and services.
- Developed and maintained relationships with external vendors and suppliers.
- Identified and resolved unauthorized, unsafe, or ineffective practices.
- Negotiated contracts with vendors and suppliers to obtain best pricing and terms.

10/2019 – 03/2020
Kandivall

Event Coordinator Vaidehi Events

- Coordinated schedules and timelines for events.
- Managed event logistics and operations.
- Brainstormed and implemented creative event concepts and themes.
- Managed administrative logistics of events planning, event booking, and event promotions.
- Performed event coordination for larger parties and gatherings.
- Developed post-event reports to determine effectiveness of each event.

10/2020 – 08/2021
Mumbai

Event Operation Manager Phantom Events

- Worked closely with couples to meet wedding goals, maintain deadlines and resolve complaints or service issues.
- Fulfilled contractual obligations for rehearsal and day of event coordination.
- Prepared invitations to send out to guest lists.
- On site registration.
- Technical elements.
- Managing vendor services.
- Feedback.
- Emergency Management.
- Managed purchasing, sales, marketing and customer account operations efficiently.
- Monitored daily cash discrepancies, inventory shrinkage and drive-off.

Work experience

Freelance Event Manager

Multiple Companies

- Onfield training in different types of events.
- 50+ freelance wedding, exhibition, live show and corporate events experience.
- Training as production, logistics, operations, hall manager, artist manager, decor, fabrication and client servicing.
- Liaised with clients to determine exact event requirements.
- Generated ideas to enhance and expand current event offerings.
- Nurtured and built relationships with vendors, venues and industry contacts to obtain best pricing and services for events.
- Coordinated florists, photographers, and musicians for events.

Education

08/2017 – 09/2020
Mumbai, India

Event Management & PR | Bachelor In Business Studies
National Academy of Event Management & Development

Skills

Project Management
Professional

Guest Relations
● ● ● ○ ○

Logistics
● ● ● ○ ○

MS Office
● ● ● ○ ○

Event business marketing
● ● ● ○ ○

Client Servicing
● ● ● ○ ○

Vendor Management
● ● ● ○ ○

Team Leadership &
Management
● ● ● ○ ○

Operations Oversight
● ● ● ○ ○

Budget Development
● ● ● ○ ○